

About Smile:

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are connected, joining assets to community knowledge, creativity and inspiration. We are helping VCSE organisations of all shapes and sizes be heard and play a part in solutions, not just highlight community problems.

We have grown significantly in the last 12 years but are still agile enough to respond to the community's need, not prescribe the same methodology *'because that's what has always been done'*.

We are sustainable in our own right. Whilst developing others, we have ensured we had one eye on our own platform, securing £3m in assets and generating an average of £800k turnover a year in earned income to be masters of our own destiny and focus on the Wow not Woe in our communities across the Hull and the East Riding.

Contracted by East Riding of Yorkshire Council to provide development support for local voluntary groups, while working closely with East Riding CCG and Humber Coast and Vale, we are seen as a community lead and the Go to Charity, now more than ever. We are proud to say we now have the strongest charitable board in the region, and likewise we have a team of highly skilled and proactive charity leaders.

About the role:

In response to the commencement of the Covid-19 Vaccination programme, Smile coordinated a responsive volunteer programme to support a regional roll out of the vaccine as well as lateral flow testing across Hull and East Yorkshire. During 2021 we supported over 30 sites with 25,000 volunteering hours by working in partnership with local Health Partners.

Building on this success we are reviewing our volunteering offer, while developing valued place-based volunteering opportunities that will inspire and connect volunteers into roles to improve the health and wellbeing of local people. This will be achieved by working in partnership with other local charities, private businesses and statutory health services.

The Volunteer Project Manager will have day to day responsibility for this new area of work and will have a strong track record of people management and implementing volunteer programmes. As part of the Smile Community Development Team, you will also have the passion and the ability to identify and enable new volunteer development opportunities, creating a stronger volunteering culture across Hull & East Yorkshire.

To arrange an informal conversation regarding this role, please email Nick Middleton Head of Community Development nm@heysmilefoundation.org

Role Profile

1. Job title:	Volunteer Project Manager
Location:	HEY Smile Foundation, providing support across the East Riding
Reports to (Job Title):	Head of Community Development
Salary scale:	£27,000 - £30,000 dependent on experience
Working Hours:	37.5 hours per week
Contract Duration:	2 years fixed term contract with the potential for extension subject to funding
Closing date:	Midnight on Sunday 24 th April 2022

2. Purpose:

To ensure the smooth running of Smile's Volunteer Programme across Hull and the East Riding of Yorkshire to improve the health and wellbeing of local people. Recruiting, developing and connecting individuals into valued volunteering opportunities within the voluntary sector as well as our Health Partners.

3. Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is not done too but done with communities.
- Be flexible in your working, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'Go To' Charity in Hull and East Yorkshire.
- Support the continued development of our online platform Beecan as a shining light for trusted information, and access to resources.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives
- Maintain an up-to-date knowledge of national best practice, policy and guidance for the VCSE.
- Undertake all other reasonable requests made via the CEO and Heads of Department.

4. Key role responsibilities

Partnership Working:

- Support a shared understanding of the needs and interests of local volunteers, working with the Communications Officer to create awareness campaigns that inspire and connect individuals into valued volunteering opportunities.
- Develop shared resources that will enable a safe and rewarding volunteer experience.
- Explore training and development opportunities that will support individuals within their volunteering role.
- Champion safeguarding and ensure equality and diversity is routed within a partnership volunteering programme.
- Support volunteer engagements events and facilitate awareness sessions to improve awareness of the voluntary sector and inspire individuals to become volunteers.

Listen and learn from volunteers:

- Put the volunteer first and capture stories and experiences that will help improve the culture of volunteering within local communities.
- Celebrate success and support organisations to invest more into their volunteer programme.
- Monitoring impact and support an evaluation process that identifies emerging needs and solutions.

Develop and manage one-off volunteering opportunities:

- Identify and develop a volunteer activity plan in response to identified one off / emergency volunteering opportunities.
- Manage and develop a Volunteer Management System (Better Impact) to recruit, coordinate and match volunteers into safe and valued volunteer roles.
- Develop and deliver training sessions (online/in person) to support volunteers with their development.

5. Outcomes based

HEY Smile Foundation is working towards being outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are 37.5 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However, the way in which you distribute these hours across your working week is flexible, and strong communication with your Head of Department is key.

6. Knowledge, skills and experience required by the job holder:

Taking on a role with Smile, you will be seen as a leader in the East Riding voluntary, community and social enterprise sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
People management skills and/or Volunteer programme implementation	Cover letter/CV and interview
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, council leaders, NHS teams etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
Ability to write concise reports, case studies, blogs	Cover letter/CV and interview
Experience of developing, delivering and evaluating training courses or workshops	Cover letter/CV and interview
Experience supporting individuals, managing their development needs and safeguarding responsibilities.	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Ability to manage own priorities and manage own workload to agreed deadlines, budget and quality standards.	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via, Zoom and Microsoft Teams.	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Experience of working with databases and customer relationship management systems	Cover letter/CV and interview

You must have a full driving license and access to a car. Although the HEY Smile offer a hybrid approach to working, your place of work will remain HEY Smile Head Quarters, Queens Gardens, Dock Street, Hull, HU1 3AE. **Parking is available in the immediate locality at low cost.*

Should you feel you require reasonable adjustments during the recruitment process or to carry out this role if successful, please do not hesitate to contact us by the most appropriate means.

Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Nick Middleton
 Head of Community Development
nm@heysmilefoundation.org

To apply for this role, please e-mail your CV with a covering letter/e-mail to recruitment@heysmilefoundation.org

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters.

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