

# Volunteer Manager

**Hours/week:** 5 days (40 hours) per week, we're open to considering 4 days

**This Position is:** Freelance/contractor working from home.

**Travel:** This position will require some international travel.

**For more information please contact:** Lucy McDonald: [lucy@generositypath.org](mailto:lucy@generositypath.org)

**To apply:** Please send your CV, a cover letter and a statement of faith to Lucy.

We love that our Generosity Path (GP) team come from all over the world and speak numerous languages. Please be aware that within our organisation the common language is English so applicants need to have excellent oral & written English skills.

*Please note: There is a Genuine Occupational Requirement for the job holder to be a practising Christian, we're looking for someone with:*

- *A vibrant and active Christian faith: this is essential for the credibility and performance of this role*
- *A secure understanding of the Christian faith and ability to engage people in faith issues specifically regarding generosity*

## GENEROSITY PATH

Generosity Path exists to see hearts fully surrendered to Jesus through radical generosity.

We host experiences to explore Jesus-like generosity through conversations with peers, whether in the board room or the living room, online or in-person, without asking for money. Our hope is that God's people will experience the words of Jesus – that it is more blessed to give than to receive – and become known around the world for their joyful and sacrificial giving.

To date, our Journey of Generosity (JOG) retreats have brought together thousands of givers in more than 80 countries across the globe. It is our goal to have an active presence – JOGs being delivered and supported – in every country of the world in the next 5 years, resulting in an unprecedented global movement of generosity.

Since we are fully and privately funded, we are able to create safe and inspiring environments for people to talk about money and possessions without any concern that there will be an appeal for funds.

## Volunteer Manager

**Objective:** Support the sustainable growth of the Generosity Path team on a global scale, through the development and delivery of a winning global volunteer strategy, ensuring every one of our 35 sub-regions and 194 countries has a volunteer team within the next 5 years.

At Generosity Path we're wanting to see a generosity movement in every country of the world by 2027. In order to do this, we believe we need a strong volunteer base in every region of the world. Whilst we already have numerous volunteers we're looking for someone to create a comprehensive volunteer strategy so that we can successfully achieve our mission, and simultaneously ensure volunteers feel equipped, valued and like an extension of the Generosity Path team.

## REPORTING RELATIONSHIP

The Volunteer Manager works within the Growth department and reports to the Growth Director. They will also have regular cross-over with the People & Culture (P&C) team.

## KEY RESPONSIBILITIES

- Create a global volunteer strategy and work with Regional Directors (RDs) to tailor this to their needs and, to roll it out in, their regions. In order to do this:
  - liaise with RDs to understand how they work, look at their current volunteer base & set-up and assess their needs
  - work with Growth team to develop a comprehensive volunteer needs assessment for each region & sub-region
  - generate appropriate volunteering opportunities and role descriptions based on the needs of the region
  - help the RDs raise awareness of both the need for and the role of volunteering
  - work with RDs to organise profile-raising events to attract new volunteers
  - enable the RDs to recruit, train, evaluate and maintain their volunteer programs
  - offer advice and information to RDs & volunteer leaders through telephone and email contact
- Oversee the tracking of volunteers on CRM
  - monitor and evaluate activities and help write reports for funders and the board
- Assess the need for and, if necessary, introduce a global volunteer tool/platform
- Lead a volunteer audit
- Work with P&C team to ensure there is a volunteer version of GP handbook/onboarding guide
- Promote volunteering through recruitment and publicity strategies and campaigns
- Work with partner organisations, e.g. Generous Giving volunteer coordinators, to adopt best practices

- Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews
- Monitor, support, motivate and accredit volunteers and their work
- Celebrate volunteering by nominating volunteers for awards and organise celebration events
- Research and write volunteer policies and procedures
  - Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
  - Be the internal 'go to' expert for both the volunteers and other key staff when it comes to volunteer policy and procedures

## Experience

### Essential

- Experience in a Volunteer Coordinator/Manager role
- Demonstrable experience of:
  - working with a CRM to collate volunteer data
  - line-managing people and recruiting & training volunteers
  - implementing and refining systems and processes
  - managing budgets
  - creating and rolling out a volunteer strategy
- Able to work well as part of a cross-functional team (this role would be working closely with Growth and People & Culture teams for shared success)
- Excellent customer service and relational skills
- Good knowledge of data protection

### Preferred

- Experience of being a volunteer
- Bi-lingual in English and another language

## Person Specification

- Strong and active Christian faith
- Generous:
  - passionate about the Generosity Path mission
- Curious:
  - as to how a robust volunteer strategy can enable GP to scale exponentially
- Self-starter:
  - able to work from own initiative in disciplined manner especially as this role will be mainly working from home

- Critical thinker:
  - able to use both qualitative and quantitative data in decision-making and problem solving
- Creative:
  - an eye for what looks good
- Emotionally intelligent:
  - aware of who they are and how to adapt when part of a team
- Hungry:
  - to grow in their faith, career and personal development
- Global perspective:
  - excited by cultural and contextual difference