

JOB DESCRIPTION

**National Volunteer Co-ordinator – Learning and Development Lead
(Hybrid working, with regular time in the Glasgow and/or Edinburgh office)
Victim Support Scotland**

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Job Purpose

The role will work closely with other members of the Volunteer Team to deliver the volunteering strategy including recruitment and induction of volunteers, supporting the onboarding and offboarding of volunteers and other ongoing responsibilities within the team. Alongside these responsibilities, this role will be the volunteering team lead on a people driven, strategic and cross-organisational approach to learning and development for both our volunteers and volunteer line managers. The role ensures that our volunteers and volunteers line managers have the skills and knowledge they need to deliver services in line with VSS.

Acting as a source of expertise this role will be up to date with current theories and practice relating to learning and development, drive forward key programmes such as a review of our learning and development offer for volunteers, contribute to the delivery of VSS current volunteer learning and development programme and advise and support colleagues and stakeholders around learning.

Key Accountabilities

- Lead on the collaboration with key internal stakeholders to create and embed a positive learning culture across volunteering at VSS.
- Development of volunteer training programmes and associated materials
- Development of training needs analysis to ensure training plans are up to date.
- Drive forward, and lead on, a review of our learning and development offer for volunteers, taking ownership for induction, mandatory training and opportunities for development.
- Lead the creation and delivery of engaging and accessible volunteer learning materials through face-to-face, digital and blended formats.
- Work with colleagues (volunteer line managers etc) to ensure that learning is evaluated and embedded, and lessons are fed into learning programmes and approaches.
- Lead on providing advice and support to colleagues and stakeholders (e.g. volunteer line managers) across the organisation to ensure volunteers are adequately trained in their role.
- Develop and hold relationships with learning and development and HR teams as well as external training providers and stakeholders.
- Lead on design, development and quality assurance of VSS volunteer line management training (with support Head of Volunteering)
- Lead on the professionalisation of volunteer line management across (with support from Head of Volunteering and Heads of Service)

- Ensure Volunteer line managers are equipped with the skills and knowledge to support and develop volunteers.
- Take the lead on e-learning resources for volunteers, setting the framework for mandatory and optional courses and frequencies for completion.
- Ensure colleagues are held accountable for the completion of induction and mandatory training of volunteers in their teams/ localities.
- Ensure our volunteer training is accessible and volunteers are involved in the co-design.
- Participate in the VSS on-call rota, and act as on-call manager on a regular basis. (Full training and support will be provided for this.)

Key Results/KPIs

- Volunteers are confident and competent in their role evidenced through volunteer satisfaction survey.
- Training compliance data packs (demonstrate all mandatory training complete and engagement with optional/development training)
- Volunteer line managers supported and empowered.
- Training records completed in timely and clear way.
- All volunteer line managers completed volunteer line management training and are confident and competent in role.
- Volunteer e-learning framework in place and regularly reviewed.
- Volunteer training is accessible and inclusive.
- Improved satisfaction of volunteers with their VSS journey
- Improved understanding amongst VSS volunteers of their roles, impact on victims/witnesses, and improved service delivery
- More inclusive volunteer group
- Volunteers recommend VSS as a great place to volunteer.
- Integration of volunteering within VSS

Communication skills and representation of the organisation

Internal: Locality Managers, Support Coordinators, Volunteers, Head of HR, Learning and Development Officer, Head of Volunteering, Volunteer Coordinators.

External: Learning and Development Leads in criminal justice and other partner agencies, Scottish Government.

Examples of further comms skills below – will vary.

- Routinely using interpersonal skills
- Dealing with sensitive, traumatising and contentious information
- Meeting the needs of staff and volunteers

KEY REQUIREMENTS – desirable (D) or essential (E)

1	Qualifications		
	Degree Level Qualification or commensurate experience	E	
	Associate Diploma in Organisational Learning and Development Level 9 or equivalent experience or working toward	E	
2	Skills / Abilities		

	Ability to propose, develop and implement effective strategies around volunteer learning and development to achieve agreed organisational objectives.	E	
	Confident, self-starter who is able to plan and manage their own workloads, confident in supporting volunteers and colleagues in relation to all areas of volunteering	E	
	Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programmes/projects whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders.	E	
	Excellent communication skills – including presentation, facilitation, team working and interpersonal skills to enable successful influencing, listening and negotiating with others.	E	
	Ability to communicate with a range of volunteer audiences, both digitally and in person	E	
	Confident use of MS Word, email, internet	E	
	Ability to work to a high professional standard, and to use own initiative.	E	
	Ability to produce and use data to inform decision making.	E	
3	Experience		
	Experience of learning and development, including designing and delivering learning interventions -both face to face digital and blended	E	
	Experience, knowledge and understanding of working with a large number of volunteers across a wide geographical spread including understanding of the current volunteering landscape in Scotland, knowledge of volunteering best practice, policy and innovation and experience of handling complex volunteer issues.	D	
	Expert knowledge and experience of handling complex volunteer issues	D	
	Experience of supporting change management	D	
	Experience in project management.	D	
4	Knowledge		
	Knowledge and understanding of current volunteering landscape and how this relates to an organisation of the scope and scale of VSS	E	
	Knowledge and understanding of volunteering best practice, policy and innovation.	E	
5	Behaviours		
	Commitment to the continuing professional development of self and others	E	