

Role Description & Person Specification

Volunteer & Service Manager

Location: Greenwood Community Centre, Hampton Hill

Salary: £36,000 per annum (FTE)

Hours: 37.5 hours per week. The role is ideally worked Tuesday to Saturday to support weekend activity at Greenwood Community Centre. However, we are open to discussing some flexibility in working days for the right candidate. Occasional evenings may also be required.

Reports to: Chief Executive Officer

Role Purpose

The Volunteer & Service Manager will play a pivotal role in expanding Hampton & Hampton Hill Voluntary Care's capacity and ensuring high-quality services for our community. The postholder will identify, create, and manage volunteer opportunities across both outreach and community centre operations, increasing the organisation's impact and resilience.

They will share management responsibility for services alongside the CEO, providing leadership, supervision, and continuity when cover is needed. The role requires a balance of strategic oversight and hands-on operational management, including premises oversight, staff supervision, and responsibility for invoicing and bookkeeping.

A solid understanding of social care principles and practice is essential, ensuring that all services meet the needs of vulnerable adults, respect safeguarding obligations, and uphold dignity and inclusiveness.

Key Responsibilities

Volunteer Development & Management

- Identify opportunities for volunteers to strengthen the capacity of services and centre operations.
- Recruit, induct, train, and support volunteers, ensuring they have clear roles and appropriate boundaries.
- Build a positive, inclusive volunteer culture that reflects the organisation's values.
- Step into volunteer or staff roles when required to ensure service continuity.

Service Management

- Jointly manage all services with the CEO, ensuring quality, safety, and effectiveness.
- Embed social care understanding into service delivery, ensuring services are person-centred and respectful of vulnerable clients.
- Monitor and evaluate services, adapting to meet emerging community needs.
- Ensure compliance with safeguarding, health and safety, and relevant social care standards.

Premises & Operations

- Oversee day-to-day management of Greenwood Community Centre, ensuring a safe, welcoming environment.
- Support caretaking staff in room hire management, maintenance, and operations.

- Conduct regular risk assessments and ensure compliance with statutory requirements.

Finance & Administration

- Issue and manage invoices for room hire, ensuring prompt collection of income.
- Carry out basic bookkeeping and maintain accurate financial records.
- Contribute to the development of efficient systems and reporting to trustees and funders.

Staff & Volunteer Supervision

- Line manage and supervise staff and volunteers, providing direction, support, and constructive feedback.
- Promote professional boundaries and good practice across all roles.
- Encourage a collaborative, values-led culture among staff and volunteers.

Strategic & Partnership Working

- Work closely with the CEO to implement organisational strategy and vision.
- Represent the organisation with local statutory and voluntary partners, building constructive relationships.
- Contribute to fundraising, monitoring, and communications to strengthen the organisation's reach and sustainability.

General Duties

- Undertake any other reasonable duties consistent with the role, as delegated by the CEO or Board of Trustees.
- Provide operational cover for the CEO during periods of absence, ensuring continuity of leadership and decision-making within agreed parameters.
- Ensure personal and organisational compliance with Data Protection and GDPR.
- Ensure all personal and sensitive information is held confidentially.
- Promote and uphold Equality, Diversity, and Inclusion across all activities.
- Comply with organisational policies, including Safeguarding, Health & Safety, Complaints, Confidentiality, and Data Protection.

Safeguarding & Compliance

- The postholder must comply with the charity's safeguarding policies and procedures.
- This role requires an Enhanced DBS check.

Person Specification

Essential

- Significant experience of managing services and/or projects within a social care, community, or voluntary sector setting.
- Knowledge and understanding of social care principles, safeguarding, and working with vulnerable adults.
- Proven track record of recruiting, managing, and developing volunteers.
- Experience supervising staff and/or volunteers, with strong leadership and people management skills.

- Strong organisational skills, including finance administration (invoicing, bookkeeping).
- Experience of premises or facilities management.
- Excellent interpersonal and communication skills, with the ability to engage and motivate.
- Ability to work effectively in partnership with the CEO, trustees, staff, volunteers, and external stakeholders.
- Commitment to the mission, vision, and values of Hampton & Hampton Hill Voluntary Care.
- Flexibility to work occasional evenings or weekends and availability to work a pattern that ideally includes Tuesday to Saturday.

Desirable

- Direct experience in a social care role or qualification in social care/community development.
- Experience of managing or developing a community centre.
- Understanding of the voluntary sector in Richmond upon Thames.
- Experience of partnership working with statutory social care teams.
- Competence with Microsoft 365 (Outlook, Forms, Lists, SharePoint, etc.).
- Experience monitoring and reporting to funders.