



CIO No. 1161498

The Wokingham Volunteer Centre Chief Officer Information Pack



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Introduction from the Chair of the Trustee Board

I am delighted that you want to find out about becoming our new Chief Officer. This pack will tell you about The Wokingham Volunteer Centre, what the CO does and how to take the next step.

We serve our local community from offices in Wokingham. When you visit us, you will see the commitment and professionalism of our staff and volunteers.

I am privileged to be joined on the Board by a committed, experienced and skilled team of other trustees who share our vision. The Board operates with a clear understanding of the different roles of the executive staff and the trustees. The Board provides strategic leadership and support for the Chief Officer and senior staff, while properly exercising its governance responsibilities.

Christine Knox, our Centre Manager for the last 16 years, is retiring and we are now looking for an experienced manager to lead TWVC in the new decade, contributing to and implementing its strategy. If you are passionate about volunteering, we would very much like to hear from you.

As a first step Christine or I would like to talk to you, and can be contacted via email at:

Christine manager@wok-vol.org.uk

Graham chair@wok-vol.org.uk (not available 19 February to 4 March)

Graham Powell

Chair

The Wokingham Volunteer Centre

1. About TWVC

Wokingham Borough is judged on many indicators to be an extremely healthy, wealthy and happy place to live, but the Borough has pockets of serious deprivation and hardship, with a growing elderly and/or disabled population. For 46 years, The Wokingham Volunteer Centre has provided the residents of the area with a range of services to address these needs, including volunteer placement in a range of charities and, for elderly and disabled residents, our own Community Transport scheme and 'Green 'n' Tidy' gardening service. These services are heavily dependent on our amazing team of volunteers, whose energy and enthusiasm complements the efforts of the small team of part-time staff and trustees.

Wokingham Volunteer Centre achieves significant engagement with hard-to-reach groups, directly or indirectly, resulting in a massive impact on community well-being in Wokingham Borough. We employ 9 part-time staff and support over 120 of our own volunteers, who are active as drivers, gardeners, transport co-ordinators and trustees.

Through our **Volunteer Brokerage** service we help around 100 local groups to promote and fill their volunteer needs in hands on and management and trustee roles. Local people can meet us face-to-face or increasingly access information on our website www.wokinghamvolunteercentre.org.uk and volunteering portal www.volunteerwokinghamborough.org.uk. Voluntary and community groups registered with the brokerage service include:

- those working with children & young people
- mental health issues including dementia
- physical ill-health including stroke rehabilitation, MS therapy and acquired brain injury
- befriending the elderly & vulnerable
- learning disability including autistic spectrum disorders
- conservation & environment
- animal rescue
- education
- counselling
- employment support & advice
- debt and benefits information & advice
- computing & IT
- heritage & museums
- sports & outdoor pursuits
- arts, culture & local events
- refugee support & international aid
- charity shops

We work with people who want to volunteer as individuals, whatever their life experiences, health and ability issues or criminal record. We help people with mental health conditions or with physical problems, degenerative, age-related or accident-induced – and with complex combinations of both. This rehabilitation gets people into work and off benefits and helps people to adopt and sustain a more productive and positive life style - a win-win situation for the individual, the local community and society as a whole.

Clients of our Community Transport and Green 'n' Tidy Gardening direct services include over 700 elderly and vulnerable residents, many of whom are in their 90's and several over 100, often lonely and socially isolated and close to being assessed as 'critical need'.

Our **Community Transport** volunteers help elderly clients attend medical appointments or social activities as well as shopping trips. Destinations include hospitals, surgeries, physio clinics, opticians and condition-specific venues, social activity groups and shops.

Our **Green 'n' Tidy** gardening teams give our clients their gardens back and make them safer from: falling, gardening accidents and the attentions of rogue traders that prey on the obviously vulnerable in the community. Referrals come from individuals, families, social services, police and other charities. Gardening teams operate Monday – Friday and one Saturday per month. Activities include initial garden vegetation clearances, weeding and shrub pruning, with seasonal fortnightly schedules for grass cutting and leaf clearing.

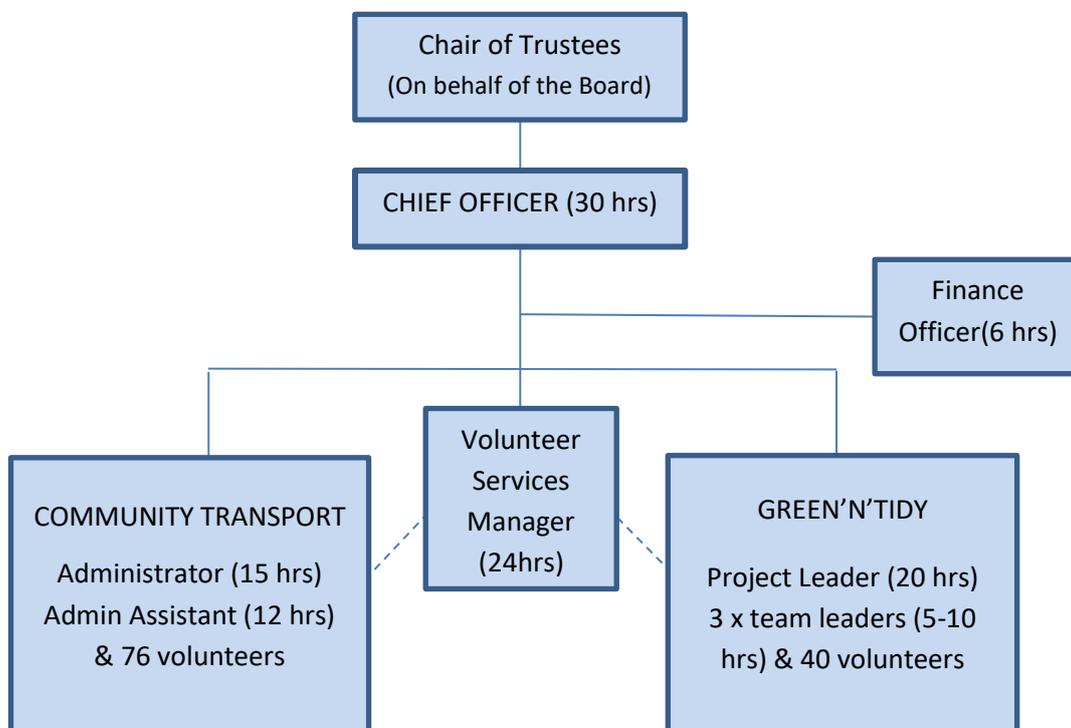
We enable all these service users to stay safely in their own homes, with dignity and a greater degree of independence for as long as possible.

At the Centre, we take opportunities to generate income through arrangements with the local authorities, charged for services including some training, and active fundraising.

The Wokingham Volunteer Centre is unique in Wokingham Borough in the level of its impact supporting our community’s most vulnerable residents through voluntary action. In 2012 the Centre was recognised with the Diamond Jubilee Queen’s Award, the highest award in the voluntary sector.

Further information, including the Centre’s latest Impact Report and accounts, is available on the Charity Commission UK website.

2. The Wokingham Volunteer Centre - Current Structure



3. Chief Officer Job Description

Job Purpose:

- To lead The Wokingham Volunteer Centre (TWVC), taking responsibility for its operational management and administration within strategic and accountability frameworks agreed with the Board of Trustees.
- To work with the Chair and Board of trustees to ensure that the Board can fulfil its duties and responsibilities for the proper governance of the organisation and that the Board receives advice and information in a timely, thorough and appropriate manner.

Main Responsibilities

- To lead the organisation and ensure the proper management of staff and volunteers.
- To ensure the smooth and effective day-to-day running of the Volunteer Centre, supervise the paid staff and oversee Volunteer Services and direct services (currently Community Transport and Green 'n' Tidy).
- To oversee and provide strategic direction to TWVC and ensure that volunteering is promoted and supported throughout the community including at external events.
- To ensure TWVC works closely with partner organisations including Wokingham Borough and Parish Councils and local voluntary sector organisations, to provide support for their projects and share good practice in volunteer management.
- To represent TWVC on key local committees and forums.
- With the Treasurer and Finance Officer, to prepare and monitor budgets for the organisation.
- To lead relationships with statutory funders including local authorities. To manage grant applications, tender processes and contracts to support the income requirements of the budget.
- To lead relationships with other funders, including grant giving trusts and companies, to support the budget. To research and prepare applications and reports as needed.
- To ensure that TWVC staff and volunteers are trained appropriately to carry out their duties.
- To ensure that TWVC is an exemplar of good practice in volunteer recruitment, management and motivation.
- With the Trustees, to develop, update and implement TWVC policies relating to staff and volunteers including health & safety, equal opportunities, safeguarding, grievance & disciplinary, data protection & so on.
- To develop new projects within the constitutional aims of TWVC.
- To ensure that TWVC meets and maintains appropriate quality standards for its own operations.
- To support and inform the Trustees, including on legislative changes, and to report on all activities to the Trustees as required.

Place of work

- TWVC office, with regular meetings and events etc elsewhere in Wokingham and around.

Time Commitment

- 30 hours per week over 4 or 5 days, with some evening and weekend meetings and events as needed.

Reporting to

- Chair (on behalf of Trustees).

Conditions of Service

- 28 days holiday per annum inclusive of public holidays (pro rata)
- NEST Pension
- Notice period 2 months on either side
- Probationary period 6 months
- Appointment subject to satisfactory references and DBS check (enhanced)

4. Chief Officer Person Specification

Please provide evidence in your application of as many as possible of the following to demonstrate your suitability for the role:

- Strong belief in the value of the local voluntary sector and volunteering
- Understanding and experience of the issues and opportunities that local voluntary and community groups face
- Understanding the needs of, and empathy with, elder and vulnerable people and their carers.
- Senior management experience operating at an overall strategic level.
- Experience of partnership working with local authority, health and care providers.
- Understanding and experience of partnership working
- Understanding and experience of fundraising.
- Good communication skills at all levels and with all sorts of people.
- Ability to work in a small organisation with a culture of flexibly getting things done.
- Ability to be self-sufficient for day to day job related admin.
- Local knowledge or demonstrable ability to acquire it rapidly.
- Excellent IT skills including MS Office suite.
- Presentation and public speaking skills.
- Experience of developing and delivering training.
- Full driving licence and car owner (or able to demonstrate ability to meet the travel needs of the role).

5. Contact details and next steps

After reading the role description, if you can bring the necessary skills, knowledge and passion, have the experience we seek and will enjoy the opportunity to support volunteering in our community, then we would love to hear from you.

For further information and an informal discussion, you are welcome to visit our offices in Wokingham before you apply. To arrange this please contact our current Centre Manager, Christine Knox at manager@wok-vol.org.uk

To apply, you will need:

- **your CV and a covering letter explaining how you meet the person specification.**
- the completed **Personal Data Form**, including the **Diversity Monitoring Form**

Please send them to Graham Powell, Chair **via email** to: chair@wok-vol.org.uk

or by post to Graham Powell, Chair, The Wokingham Volunteer Centre, Unit 9, Indigo House, Mulberry Business Park, Fishponds Road, Wokingham RG41 2GY. Mark the envelope "CO"

Closing date: 13 March 2020