



**Job Title: Volunteer and Business Liaison Manager**

**Reports to: Partnerships & Project Lead NGB**

**Job Description**

**Job Purpose**

As a Volunteer & Business Liaison Manager you will be working across Bounce Back to create engaging volunteer programmes with corporate partners, No Going Back Livery members and supporters.

You work closely with the Head of Engagement & Community Delivery and the No Going Back Project Lead to ensure volunteer programmes are not only engaging for partners involved but that they offer meaningful opportunities for participants to learn, develop and progress. We have increasing demand for volunteering opportunities

As a Volunteering Lead you will work closely with Senior Bounce Back colleagues to create a blueprint for the exciting expansion of volunteering programmes which have the potential for volunteers/companies to offer investment and or sponsorship for further programmes.

**Core Responsibilities**

- Recruit volunteers against specific criteria to ensure they are appropriately matched and trained for each engagement activity
- Carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) checks where appropriate
- Organise specific volunteering schedules to monitor weekly activity and keep track of the journey of your volunteers so you can report on the impact of their engagement
- Ensure there is appropriate support and ongoing training for volunteers through regular informal contact and more structured reviews
- Research and write volunteer policies and procedures, including risk assessments
- Work with Marketing colleagues to promote volunteering (internally and externally) through recruitment campaigns, case studies, testimonials and impact reports
- Create volunteering packs for both volunteers and corporate clients
- Celebrate volunteering by nominating volunteers for awards and organise celebration events
- Undertake appropriate risk assessments escalating any safeguarding concerns to senior management
- Support the smooth running of volunteer engagement events
- Undertake a consultative approach with employer volunteers to educate them on the value of hiring ex-offenders, with a particular focus on what the employer needs to do in order to make the placement a success
- Work with wider Bounce Back colleagues to identify participants and volunteers that are willing to provide case studies and/or positive testimonials
- Attend committees and meetings to report back activity of volunteering
- Manage budgets and resources associated with volunteering activities
- Ensure that all records are up to date, accurate and meet all GDPR requirements. Update all relevant databases with all data fields completed monthly. Quality and compliance will be reviewed during monthly appraisals
- Act as an ambassador for Bounce Back and No Going Back at external networking events

## **Personal Specification**

### **Knowledge and Skills**

- Extensive experience of managing corporate volunteering and engagement activities
- Extensive experience of either managing key accounts or individual business development with a wide range of companies
- Experience of the criminal justice system
- Knowledge of a range of industries and employer networks across various disciplines
- Knowledge of the issues and challenges related to complex needs and employment
- A working knowledge of safeguarding and risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database

### **Personal Qualities**

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines