

Job Description- Volunteer Manager

Post:	Volunteer Manager, Made in Hackney Community Cookery School (MIH)
Hours:	4 days a week (Fridays obligatory)
Location:	Liberty Hall, Clapton Commons, Upper Clapton, Hackney E5
Salary:	£28,000 rising to £30,000 in 2 nd year (based on performance)
Duration:	1 Year Contract initially
Holiday	21 days pro rota, plus all bank holidays and two weeks over the Christmas holiday period
Reports To:	Veryan Wilkie-Jones, Project Director

SUMMARY

This is an exciting and rewarding role leading all volunteer activities at Made in Hackney - a rapidly growing community cookery school and charity working across London. The successful candidate will work directly with a core team of two Directors, Operations Manager, Development Manager, Enterprise Manager and a Finance Manager, as well as the large network of volunteers who assist with Made In Hackney's varied programme of cookery classes and events.

The ideal candidate will have experience managing and motivating large numbers of volunteers in a community setting and an ability to inspire, recruit and retain new members. They will enjoy attention to detail and have a meticulous ability for complex scheduling, diary planning and data management. They will be skilled at multi-tasking and will feel as comfortable delivering a training session to new volunteer recruits as getting stuck in with clearing out the compost bin or mopping the kitchen floor after a washing machine flood. Our ideal candidate will also have practical plant-based cookery and food growing skills, in addition to an understanding and knowledge of health and well being, and environmental issues.

The experience of working at Made in Hackney is varied, unique and very rewarding. Many of our volunteers go on to secure rewarding new careers in the food, nutrition and sustainability sector, and as a Volunteer Manager you are the doorway to giving them those opportunities

Made In Hackney is a flat line management organisation with no traditional levels of hierarchy. We don't believe in the concept of 'bosses'. Instead we believe colleagues contribute to and enhance each other's performance in our respective roles. Line managers are allocated for practicality and support rather than to create unnecessary levels of management seniority. You will have the opportunity to attend Board meetings if you wish, and will be part of organisation defining decision making, planning and strategy.

There is no 'typical' work day and we are looking for someone who is flexible to work out of the normal office working hours. However, we take work life balance seriously and respect the need to set boundaries and mutual expectations. There is plenty of room for the successful candidate to be creative and bring new ideas for developing the programmes and related activities and they will enjoy being based in our brand new kitchen venue at Liberty Hall!

Responsibilities include:

Volunteer Management

- Manage over 100 individual volunteers made up of: class hosts, apprentices, events volunteers and professionals offering specialised skills – including managing recruitment, delivering kitchen inductions, scheduling, organising skills training, rewards, appraisals and evaluation;
- Manage placements of volunteers for cookery classes, outreach stalls, family fun days, sporting events, community celebration parties and fundraising events;
- Secure paid for employer supported volunteering opportunities with corporates;
- Directly manage 1-2 volunteer apprentices in the office;
- Ensure all activities comply with the MIH Volunteer Policy.

Salesforce CRM

- Manage all aspects of the volunteer programme using Salesforce CRM. A customer relationship management system. We use Volunteers for Salesforce (V4S), an application that has helped transform how we work with volunteers, from initial volunteer sign-up to reporting on volunteer hours and how to effectively manage our relationships with individual volunteers;
- Ensure data is collected and collated to enable impact reports to be generated for funders and our Annual report.

Community Class Programme

- Manage the Sunday Community Cookery Class programme and ensure it adheres to MIH's Food Policy. This involves two classes a month. Liaising with the teachers, setting food themes, scheduling and recruiting volunteers to assist.

Training, HR, Finance and general

- Oversee the Volunteer Programme Budget, ensuring that all expenditure is within budget;
- Ensure all training requirements of volunteers are up-to-date ie. Safeguarding Children, Vulnerable Adults, Emergency First Aid and Level 2 Food Safety;
- Oversee DBS checks for volunteers;
- Assist in the smooth running of the kitchen, cleaning, maintenance and efficient communication with Food For All staff;
- Participate in regular update meetings with MIH team to ensure effective communication and mutual support.

Monitoring and Evaluation

- Conduct volunteer surveys to collect and analyse progress and outcomes of Volunteer Programme – gather quotes, case studies and other compelling data on achievements of volunteers for reporting to funders;
- Organise face to face feedback sessions with volunteers.

PERSON SPECIFICATION

- Experience of managing volunteers (paid or unpaid);
- Experience in using CRMs - confident and meticulous in data management;
- Strong communication and interpersonal skills;
- Experience and confidence to deliver training;
- Excellent organisational skills and the ability to manage a variety of tasks simultaneously;
- Ability to take initiative, be flexible and think creatively on a very limited budget;
- Capacity to inspire and motivate others;
- Ability to deal with, and have empathy for, a diverse range of people including vulnerable groups;
- A passion for organic plant based food;
- Enthusiasm, energy and a positive attitude;

BENEFITS

- Regular management team meetings with the MIH core team;
- Flexible working arrangement with allowance for some days working from home;
- During summer a period of 6 weeks can be carried out remotely on a flexible basis to allow for career development opportunities;
- Training in Emergency First Aid in the Workplace, Food Safety, and Safeguarding Vulnerable Adults and Children;
- Staff discount of 15% in Food For All Shop;

TO APPLY

Please fill in our online application form and remember to attach your CV:

<https://salesforce.123formbuilder.com/form-5059486/Volunteer-Manager-Job-Application-Form>

- Deadline for applications is **Monday 2nd December 2019. (Extension)**
- Interviews will be held in Stoke Newington on **Weds 9th December 2019.**
- Post will commence: **Mid February 2020.**

Background on Made in Hackney

Made in Hackney is a pioneering community cookery school and charity. We teach vital cooking, composting and food growing skills that are good for people and planet. In our classes we draw people's attention to the much overlooked reality of, 'without a healthy planet, how can we be healthy people?' We therefore teach people in fun and inspiring ways healthy eating and lifestyle skills alongside environmental best practice. Our courses are attended by local charities, housing associations, support groups and community groups most in need of developing food skills. We also run courses in other community kitchens around London such as the Redmond Community Centre, Lea View Hall, and in Age UK community centres in Barnet and Peckham.

On Sunday's we run pay-by-donation Community Classes open to anyone. We also run an enterprise arm of the charity which delivers Masterclasses on a ticket only basis for members of the public, as well as corporate and catering events. Our Team Away Days for employers bring groups of staff to us for a day of fun, practical cooking!

Website: www.madeinhackney.org Instagram [madeinhackney](#) Twitter [@Made_In_Hackney](#)

Facebook: <https://www.facebook.com/MadeInHackneyLocalFoodKitchen>