

Volunteer Development Manager

Responsible to: Manager

Location: TYKES Young Carers

Hours: [4-5 days – evening and weekend work expected]

Contract: [3 year fixed term - extension subject to funding]

Salary: £30,000 FTE

1. Add in supporting volunteers to plan, organise and deliver community events
2. Add in desirable experience in delivering community and fundraising events

About TYKES Young Carers

TYKES Young Carers supports children and young people who provide care for family members affected by illness, disability, mental health difficulties or substance misuse. We are committed to improving outcomes for young carers through respite opportunities, emotional support, advocacy and community engagement.

Purpose of the Role

The Volunteer Development Manager will lead the recruitment, training, development and retention of volunteers across TYKES Young Carers. The role will strengthen the organisation's resilience by building a sustainable volunteer infrastructure that increases operational capacity, supports service delivery, enhances community fundraising and contributes to long-term financial sustainability.

The postholder will coordinate volunteers across three key areas: charity shop operations, community fundraising and respite activities for young carers.

Key Responsibilities

Volunteer Recruitment

- Develop and implement volunteer recruitment campaigns across the organisation.
- Work closely with the Charity Shop Manager to recruit and place volunteers within the charity shop.
- Recruit and coordinate volunteers to support community fundraising activities and events.
- Recruit volunteers to assist with respite activities, outings and events for young carers.
- Build relationships with schools, colleges, community organisations and employability services to attract new volunteers.

- Promote volunteering opportunities for young people and young carers seeking skills and experience.

Volunteer Training and Development

- Develop and deliver a structured volunteer induction and onboarding programme.
- Create volunteer role descriptions, handbooks and guidance materials.
- Coordinate mandatory training including safeguarding, health and safety, equality and diversity, data protection and child protection awareness.
- Identify development opportunities that enhance volunteer skills and confidence.
- Support volunteers to progress into leadership and coordination roles where appropriate.

Volunteer Support and Retention

- Provide regular supervision, support and wellbeing check-ins for volunteers.
- Maintain accurate volunteer records, training logs and compliance documentation.
- Address volunteer concerns and identify ongoing support and training needs.
- Develop volunteer recognition and appreciation initiatives.
- Promote a positive, inclusive and supportive volunteering culture.

Community Fundraising Development

- Establish and coordinate a community fundraising volunteer team.
- Support volunteer-led fundraising initiatives and events.
- Engage local businesses, residents and community groups in fundraising activities.
- Increase awareness of TYKES Young Carers through community engagement.

Monitoring and Evaluation

- Monitor volunteer recruitment, retention and participation levels.
- Record volunteer hours, contributions and outcomes.
- Evaluate the impact of volunteering on service delivery, fundraising and organisational capacity.
- Produce reports for senior management and trustees on progress against agreed targets.

Expected Outcomes

The Volunteer Development Manager will contribute to:

- Recruitment of 30–40 new volunteers across the organisation.
- Establishment of a community fundraising team with at least 10 active volunteers.

- Increased participation of young people and young carers in volunteering opportunities.
- Delivery of a structured volunteer induction, training and support programme.
- Development of volunteer management policies, procedures and resources.
- Improved volunteer retention through effective support and recognition.
- Increased volunteer capacity within the charity shop.
- Enhanced delivery of respite activities supported by trained volunteers.
- Growth in volunteer-led fundraising events and campaigns.
- Increased unrestricted income through fundraising and charity shop activity.
- Creation of a sustainable volunteer framework that continues beyond the funding period.

Person Specification

Essential

- Experience of recruiting, managing or coordinating volunteers.
- Excellent communication and interpersonal skills.
- Strong organisational and administrative abilities.
- Experience of delivering training, inductions or workshops.
- Ability to build effective partnerships within local communities.
- Understanding of safeguarding and working within appropriate policies and procedures.
- Commitment to the values and mission of TYKES Young Carers.

Desirable

- Experience within the voluntary or community sector.
- Experience of community fundraising or event management.
- Experience working with children, young people or families.
- Knowledge of charity retail or social enterprise operations.

Safeguarding

TYKES Young Carers is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undergo an Enhanced DBS check and comply with all safeguarding policies and procedures.