

Everything you need to know about being our Local Volunteer Officer

Volunteers are vital to Parkinson's UK; they provide highly valued support and services through local branches, groups, and cafes. This rewarding role provides the opportunity to work directly with volunteers, together making a positive difference to the lives of people affected by Parkinson's.

You'll act as the main point of contact and support for volunteers in local branches, groups, and cafes. As part of an integrated regional team you'll contribute to shared plans and priorities. Working remotely and in person, you'll provide the highest quality customer care and support volunteers in line with the charity's governance requirements, as well as our policies and procedures. You'll provide high quality business support to colleagues to promote volunteering opportunities and bring volunteers together in the local community.

What you'll do

- Provide excellent customer service to local group volunteers through remote and in-person support
- Be the main point of contact for colleagues seeking support to recruit volunteers in the community as part of a regional team
- Support volunteers to lead their groups in line with governance requirements through provision of information and relevant tools.
- Support our local group volunteers with reviewing and planning their activities (including associated budgets).
- Manage volunteer records using online tools such as the volunteer management system, local activities database, for example.
- Support events and meetings which bring volunteers together in the community.
- Promote and facilitate volunteer recruitment, induction and training to local volunteer roles
- Maintain relevant data on local group activities, or support lead volunteers to do so
- Produce regular reports for performance reporting and monitoring.
- Collaborate and liaise with colleagues across the charity, as appropriate, to provide excellent customer service to volunteers in the community

What you'll bring

- Strong volunteer support skills and an ability to work in a user-focused and inclusive way **(A, I & T)**
- Experience of volunteer recruitment, induction and training **(A, I)**
- Ability to manage and prioritise own workload whilst working collaboratively across a dispersed team of colleagues and volunteers **(A)**
- Proven ability to take a solution focused approach, supporting with queries raised by volunteers **(I, T)**
- Ability to confidently support group volunteers with budgeting, forecasting and financial reporting **(A, I)**
- Practical experience of maintaining accurate data using administrative systems and databases **(A, I)**
- A commitment to working in an inclusive way that encourages volunteering **(I)**
- Experience of operating in a modern digital workplace including using digital communication routes. **(A, I)**

(A) assessed at the application stage **(I)** assessed at the interview stage **(T)** assessed by a test/presentation

A bit more about the role

You'll report to the **Regional Lead**.

Your contract will be **Permanent**.

You'll be based at **home with travel to the local community on a regular basis**.

You'll be paid **£34,936.83 per year, pro rata**

Your main relationships will be with:

- **Local group volunteers in the region area**
- **Regional Team colleagues, including Parkinson's Local Advisors and Area Development Managers**
- **Volunteering and Local Group Development Team**
- **Community Planning and Programmes Team**
- **Other Parkinson's UK colleagues including e.g. Local Campaign Officers, Community Fundraisers**
- **Volunteer Coordinators and Community Development Coordinators in Scotland, Northern Ireland and Wales**
- **Professionals in the voluntary sector e.g. volunteer bureaus**

Be part of the **Community** directorate

How can we offer better support, every day? Our Community team leads our work supporting people with Parkinson's, their families and carers.

Our priorities are set through feedback from people affected by Parkinson's. We make sure that everyone has access to the best care and support from health services and from us. Especially when things get more complex. We can't do this alone. We work in partnership with networks of supporters, including over 3000 volunteers in our local groups.

To deliver better support, we also lead on policy, campaigning, service improvement, professional engagement, education and strategic intelligence. We make sure that the voices of people affected by Parkinson's are heard by the right people, in the right places, at the right times.

What we offer

Flexi-time – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

Annual and Christmas leave – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

Our UK Office - Take advantage of our UK office based in London, Victoria, which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

Interest-free season ticket loan – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post

Pension – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 6% - so if you contribute 2%, we'll contribute 4% etc.

Salary Exchange - The scheme offers you to exchange part of your gross salary for pension contributions. Salary exchange is linked to our auto enrollment pension scheme and is operated on an opt-in basis.

Sabbatical Leave - The charity is committed to supporting our people in their personal and professional aspirations and offers sabbatical leave for up to six months after three years continuous service.

Interest-free educational loan – This is our commitment to invest and support employees with continued learning.

Death in service cover – From your first day of service, we'll pay four times your salary, if you're aged between 16 and 70.

Ride2work programme – This is another scheme that enables employees to get tax incentives from cycling to work.

Employee assistance programme – A free and confidential service which ranges from emotional support to financial advice.

Learning and development – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

Maternity, adoption and shared parental pay – we offer an enhanced arrangement on the statutory entitlement. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

Paternity pay – we offer up to 2 weeks full pay dependent on your qualifying service.

Family leave – these policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.