



Job Title: Volunteering Manager

Location: Sandford-on-Thames Talking Shop

15 hours per week, timings to be agreed but to include managing the Saturday team an average of one in every two Saturday mornings, 7.30am to 1pm

Fixed term contract of 12 months. £12.50 per hour. £9,750 pa

About us

Talking Shop is a community-owned volunteering organisation set up to provide a hub to bring local people to get together and to deliver services and resources that were lacking in the area. We won Best Community Project in the Oxfordshire Community & Voluntary Action awards in 2013 and 2017, and Plunkett's 'The Little Things' award in 2018 for working to tackle loneliness in an accessible and effective way. We started with the Saturday market in 2011 and after four years of hard work, we were able to create our own space, The Talking Shop, in a new extension to the Village Hall, Sandford-on-Thames.

Over the past 10 years we built a diverse team of over 100 volunteers aged from 9 to 80. That time revealed the transformative impact that volunteering can have for individuals and for communities. By March last year our teams were running a community shop, café and garden, weekly Saturday market, monthly Lunch Club, Monthly Food Surplus Café and a variety of other groups that brought people together over activities they enjoyed and wanted to share. In addition, integral to delivery of the day to day cooking and shop operations was a structured, supportive volunteering programme, welcoming to people of differing confidence levels and abilities, offering practical experience across all areas of our operation and particularly capable of supporting people who find it hard to engage with mainstream provision.

The pandemic and consequent restrictions significantly impacted both our supportive volunteering programme and our volunteer run community benefit activities. We have adapted and the shop has thrived, providing a valuable hub and local resource, open throughout all three lockdowns. We developed new community services, including our Walking Shop home delivery and call and collect order system. We did however have to pause many of our volunteering opportunities and activities and it is this invaluable dimension of the project that this role is being created to rebuild and strengthen.

Working here

Our Values

Talking Shop is a project that brings people together. As a group we have defined how we look after each other and how we work together.

Open to Everyone:

Everyone is welcome just as they are. Everyone has something to offer. Everyone has a say and a right to be listened to. We ensure it is easy to get involved.

Support Each Other:

We respect difference and embrace diversity. We avoid judgment. We encourage, support and take care of each other. We make time for people. We allow everyone to give what they can, when they can. We recognise every effort and contribution.

Create Opportunities to Learn:

We create a safe space to build confidence and skills. We enable people to share skills, knowledge and experience, in particular across generations. We build local partnerships and networks.

For the Community, For the Long Term:

We are committed to health, good food, fair prices and environmental sustainability. We support local producers. We actively encourage growth and fresh starts for individuals and for our local economy.

Proud to do the Best We Can:

We provide top quality customer service, products and resources. We are valuable, relevant and meaningful for our community. We achieve the most when we work together and have fun!

We're a small team, and that means each of us has to work in unison with other team members, both paid staff and volunteers. We work together every day to solve problems and provide a community hub that makes a difference. We take great pride in the collaborative, vibrant culture we're building together, in the service we provide to the local community, and in the example we set to other communities.

In order to meet the values of the project, all Talking Shop staff will have the following core competencies:

- Promoting inclusivity
- Building and maintaining relationships
- Developing people
- Business development
- Excellence and innovation (continuous improvement)

About the role

Purpose and Role Description:

You will be responsible to the Talking Shop Board.

As the Volunteering Manager, you will be one of three Talking Shop Managers. The other two Managers carry responsibility for shaping the retail and café side of the project. The main purpose of the fixed-term Volunteering Manager role is to develop our structured volunteering programme so that it is sustainable for the long term. You will also support our volunteer groups to set up and run Community Benefit Activities. You will sometimes lead the volunteer team to deliver the shop and café as sole manager. You will ensure sustainability in line with the project's stated mission and aims by: meeting financial targets; supervising and supporting staff and volunteers; ensuring that our programmes are compliant with relevant legislation.

Normal place of work is the Talking Shop but you may be required to work from home from time to time.

Working hours:

15 hours per week. Timings to be agreed but sharing responsibility for Saturday management so, including an average of one in two Saturday mornings 7.30am to 1pm. Saturday dates to be agreed with the other Manager sharing Saturday management responsibility.

You may be asked occasionally to work additional hours.

Duration of contract: 12 months.

Pay: £12.50 per hour for 15 hours per week (£9,750 for 12 months) with statutory annual leave

The activities you will undertake for us include:

- **Reshaping and rebuilding our volunteering programme:**
 - updating / creating and delivering practices and resources for the project for the long term around
 - volunteer recruitment and rota management
 - volunteer training, including
 - accessing external training opportunities
 - designing and delivering in house training, 'peer to peer learning', buddy or mentor teams, 'learn at your own pace' inductions
 - pathways to increased responsibility and the development of volunteer supervisor roles
 - volunteer support
 - volunteer communications
 - identifying training opportunities for our managers
 - Establishing sustainable systems to ensure the future of all of these areas beyond the life of this contract
- **Building the project's umbrella for community benefit activities**
 - Developing Talking Shop's capacity to enable and support local volunteers to run community benefit activities to bring people together
 - Supporting existing teams to restart their groups (eg. Knit & Stitch, Garden Team, Bike Mechanics, Lunch Club) and new teams to start new activities
- **Local Partnership work:**
 - Strengthening our partnership relations to ensure a wide reach across our area of benefit for our volunteering programme and community benefit activities
- **Developing Sustainable Budgets:**
 - Working with the Talking Shop finance team to develop budgets for our volunteering and activities programmes that the project can sustain over the long term
- **With the other two Managers, leading & supporting the volunteer teams:**
 - Providing an inclusive and respectful environment in which volunteers can flourish
 - Ensuring the highest levels of customer service
 - Providing training and development for volunteers
 - Helping volunteers to solve problems through a coaching approach
 - Ensuring communicative and supportive relations between different volunteer teams
- **Sharing Responsibility for Saturday management**
 - Working an average of one in two Saturday mornings as manager, 7.30am to 1pm, dates to be agreed with the other manager sharing responsibility for Saturday management

We're looking for:

- Experience of designing and delivering education and / or training programmes (including planning, budgeting, implementation, evaluation and monitoring)
- Experience of working with volunteers, preferably including those who are vulnerable
- The ability to manage a volunteer team with tact and thoughtfulness, ensuring task achievement with proper care for individuals
- Understanding of how people learn at work, preferably through experience of people development
- Understanding of and passion for community-led projects
- Experience of the volunteer recruitment process, preferably in a community setting
- Good time management
- The ability to prioritise and manage multiple tasks
- Organised, thorough working practice with good attention to detail
- A proactive and creative problem solving approach
- Enthusiasm about ensuring the best possible customer experience
- Evidence of leading a team in service delivery, successfully managing change and solving operational and strategic problems.

You must be eligible to live and work in the UK.

You will be asked to provide or undergo a DBS check.

How To Apply

Please send your CV with covering letter describing how you fit the role, to Abi on contacts.talkingshop@gmail.com

Please DO NOT apply through Facebook.

Deadline for applications: 5pm on Wednesday 31st March 2021

Interviews: Week starting 5th April

Start date: As soon as possible