

# WINDMILL COMMUNITY GARDENS MARGATE (WCGM) CIO



## Job Description for

**Job Title: Volunteer Strategy & Development Lead**

**Salary: £15.00/ hour**

**Reporting to: Programme Manager**

**Hours: 8 hours/ 1 day a week**

**Contract: Fixed term contract from July 2026 for 6 months**

## Role Summary

- Maintain and improve existing volunteer coordination processes, whilst identifying areas for growth and improvement to create an efficient, accessible and inclusive onboarding process and volunteer experience
- Identify a CRM or VMS for volunteer management and lead on integration
- Design and implement a new Volunteer Strategy which covers recruitment, engagement, retention and progression
- Perform all aspects of the role (including time for review and edits) within 6 months, to handover to the team at the end of the contract
- Work with the Communications Co-Ordinator to build and publish a Corporate Volunteer package in line with new Volunteer Strategy

## Main Responsibilities

- Lead the recruitment and onboarding of volunteers, ensuring appropriate documentation and trainings are completed in a timely manner
- Provide support and guidance to the team to aid a positive volunteer experience, driving volunteer engagement initiatives and feedback opportunities
- Perform DBS checks for new volunteers
- Run an analysis on our current processes and identify areas for improvement. Create an action plan for redesign, including new processes, policies and documentation
- Implement new volunteer strategy, including training to the staff team as needed
- Work across departments to identify corporate volunteer offerings and create the necessary documentation and processes in place to implement corporate volunteer days
- To contribute and implement all WCGM policies and procedures, including safeguarding, equal opportunities, behavioural expectations, respect policy and Health and Safety policies
- To attend meetings and training as required
- To work within the aims WCGM CIO, to reflect community participation, environmental and financial sustainability and promotion of links between food, health and wellbeing
- To carry out all responsibilities and activities within an equal opportunities framework

- Any other duties which may on occasion be required to meet the charity's needs potentially:
  1. *To cover other sessions at the project as agreed with staff*
  2. *Involvement in the delivery of outdoor activity/events/workshops' at the project with adults and children, groups and those with special needs.*
  3. *To work with the team in delivering community events*
  4. *Promote good public relations with all project users and visitors*
- Liaise with the WCGM team effectively
- Operate within and adhere to WCGM's policies and procedures

## Performance Review

This job description will be used as a basis for individual performance review between the post holder and the Line Manager
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This job description covers only the main responsibilities, specific objectives will be set and reviewed periodically and may change to meet the changing needs of the service.
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The post holder will comply with the employing authorities 'Terms and Conditions' including Equal Opportunities Policy, Child Protection Policy, Health & Safety, Confidentiality Guidelines and the General Data Protection Regulation, (GDPR).
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## Person Specification: Experience and qualities

### Essential:

- Excellent communications and interpersonal skills
- Minimum two years experience managing volunteers, including recruiting and supporting individuals through the volunteering process
- Experience in managing corporate volunteer days/ sessions
- Proven comprehensive experience of using CRM systems or a dedicated VMS
- Evidence on understanding volunteer motivations and experiences
- A self-starter with the ability to work on own initiative and manage limited hours efficiently
- Ability to identify areas for growth and/ or improvement
- Comply with and be committed to the principles of equal opportunities
- Essential values and behaviours:
  1. Open and Honest
  2. Flexible, adaptable, accepting of and ability to positively lead the team through change
  3. Solution Focussed
  4. Non-Judgemental and supportive
  5. Professional behaviour
  6. Forward thinking

### Desirable:

- Previous experience of volunteering (either professional or personal)
- Experience or comfortability in creating marketing materials

*Successful recruitment for this role is subject to a reference and DBS check.*

*As an equal opportunities employer, we are committed to creating a welcoming and inclusive environment and believe that different perspectives and experiences strengthen our work and community. We welcome applications from people of all backgrounds and communities.*