

Role Title:	Lead Consultant - Volunteering
Department:	People Department
Reports to:	Head of People Partnering, Policy & Advice
Pay Grade:	Grade 5 Lower £39,521 to £43,541 per annum
Type of Contract:	Permanent, full-time (40hrs/week)
Normal place of work:	Inverness office <i>or</i> Edinburgh office <i>and</i> with some flexibility to include some working-at-home under our Hybrid Working arrangements
Line Manager?	No
Budget Holder?	TBA
Criminal Record Check/PVG required?	No
Driving license for UK driving required?	Yes – attends meetings in locations away from normal place of work, many of which are not readily accessible by public transport – travel expenses paid as per policies

Who we are

We're a forward-looking People Department that supports our organisation's Strategy through support for our volunteers (2300) and employees (1100) – whether as individuals or as managers. Our organization can seem complex since its workforce is deployed all across mainland- and island-Scotland, in all sorts of workplaces (from cottages to castles, mansions to mountains, gardens to great estates, tearooms, shops, offices – and everything in between), but our work aims to be fair and consistent no matter where and who our people are. We strive to make people processes simple and accessible so that our people can just “get on with the job”, but robust enough to give meaningful management information to help with strategic and tactical development and decision-making. Although the team is dispersed across the country, we enjoy connecting with each other for our work and for social activity: we take our work very seriously, but we like to have fun too.

What this job is about

This job exists to lead our approach to volunteering so that it supports the delivery of our organisational vision - **Nature, Beauty, and Heritage for Everyone**. It ensures that our volunteering offer is wide-ranging and inclusive; supports the business to optimise the contribution volunteers can make; and makes sure our volunteers have a great experience whilst giving of their time and experience to our cause. This means this job is aware of our existing volunteer provision, but more crucially is able to appraise and refresh our offer and volunteer management to keep pace with emerging volunteering concepts, changing demographics, and evolving perceptions of the value of volunteering (to the business and to individuals). It works across all levels of the organisation – from senior management to team managers/supervisors to individual volunteers - influencing their approach to volunteering and equipping them with the policy, procedures, tools and support they need to fulfil our Volunteering Vision:

“for volunteering to be inclusive, accessible, enjoyable, meaningful, sustainable and impactful, bringing positive benefit to the special places we care for, to individuals and to communities”

What we want you to be responsible and accountable for

- Advising us of current volunteering thinking, good practice, and technical standards, and using this to inform our strategic approach to volunteering, and translating this into an appropriate suite of actions to evolve volunteering in the Trust.
- Ensuring that support for volunteer-managers is developed and embedded, encompassing strategy comment, business-focussed policies and procedures, and volunteering tools that make the recruitment, on-boarding, and management of volunteers simple to use, and effective.
- Operationalising support for volunteers to ensure that it is easy and fulfilling for them to volunteer as part of our Trust team, that they feel valued and recognised for their contribution, and that they and their managers understand (and carry out) their mutual obligation.
- Considering, developing, and embedding appropriate volunteer recognition and reward approaches, and influencing volunteer managers to actively value and support their volunteers.
- Developing the way we secure, analyse, and use volunteering data to create and distribute impactful management information that can inform business decisions about volunteering (including the People Strategy and wider organisational strategies).
- Carrying out centralised volunteering processes – such as opportunity advertising, registering of volunteers, leavers, issuing of volunteer service badges and certificates etc.

The current duties of the role do not require a criminal records check or membership of the PVG scheme through Disclosure Scotland.

How we would like you to achieve this

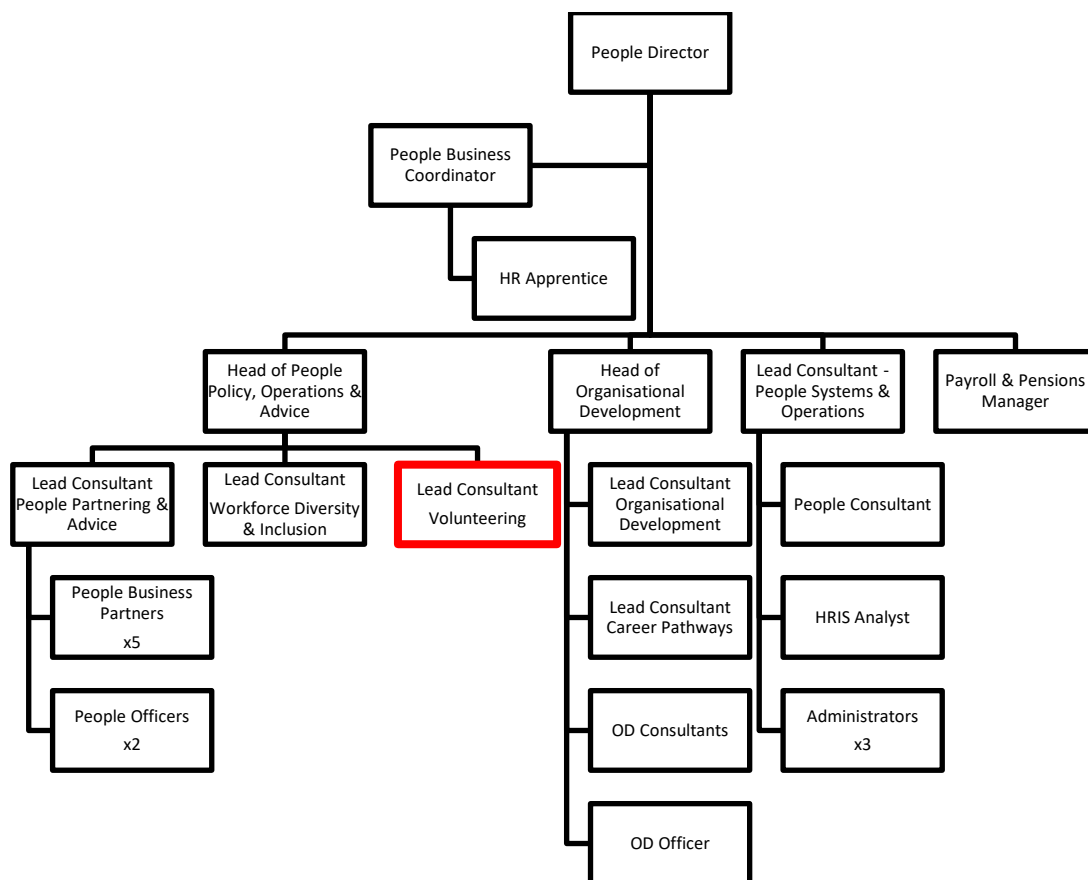
- We want you to work in a way that is wholly consistent with our stated organizational values and our Corporate Strategy, and our People Strategy, and to be overt in making links between volunteering and those values, so that volunteering continues to be seen as an essential contributor to the work of the Trust.
- We want you to be customer-focused, making sure that our volunteering support is accessible, rewarding, and inclusive for volunteer-managers and volunteers alike.
- We want you to be as participatory as possible at all levels within the organisation to hear, build-on, and guide suggestions “from the floor” that will move forward our thinking about volunteering.
- We would like you to use your existing professional network and knowledge to keep us abreast of current thinking in the field of volunteering and use this to influence our volunteering decisions.
- We like to be kept informed so it is important to us that you keep good records relating to your activity, and be able to use this swiftly to produce meaningful management information that can inform our decision-making. You need to be entirely comfortable and confident with creating and delivering engaging reports, formal papers, presentations, and activities for different internal audiences (from front-line staff to director/CEO/board level, as well as for external stakeholders).

Who you will be working with

- You will be working within the People Department, reporting to the Head of People Partnering, Policy, & Advice. (see below)
- You will work particularly closely with the:

- People Business Partners assigned to support every region and directorate of the Trust.
- Volunteer Coordinators who are regionally-based.
- Lead Consultant for Workforce Equity & Inclusion.
- Head of Organisational Design (and team), who support volunteer recruitment, on-boarding, induction, training, and reward – as well as the organisational design implications for blended workforces of employees/volunteers;
- Head of Community Engagement & Participation (and team), who drives and coordinates group volunteering work and community volunteering engagement;
- You will be expected to work cross-functionally within the People Department and across the wider organisation, particularly with:
 - Regional Directors (senior managers of a geographic territory of the Trust, and our properties therein) and Heads of Department;
 - Business Managers at a regional level, and Operations Managers at properties;
 - Volunteers themselves.
- You will establish and maintain relationships with key external organisations (such as Volunteering Scotland and the OPiT “Make Your Mark” campaign group), and with peers in other affinity heritage organisations (such as Historic Environment Scotland, NatureScotland, National Galleries of Scotland, National Museums of Scotland etc).

People Department structure (this role outlined in red)



The budget you would hold

- None

The experience and skills you need to have to do this job

Essential:

- Demonstrable experience of leading on volunteer policy and procedure creation, and delivering volunteer-manager support, and volunteer support – in an advisory or manager capacity.
- Thorough knowledge and understanding of current volunteering theory and the delivery of good practice within the context of multiple sites and teams in the not-for-profit sector and demonstrable experience of operationalising this in the organisational context.
- Confidence and ‘presence’ to be a highly-visible and highly-effective leader on volunteering at the Trust – internally and externally – with proven experience of engaging, inspiring, enabling, and developing people.
- A sense of pace and urgency, with real drive to “get the job done” but without compromising policy/procedure or detail when required.
- Experienced user of Volunteering Information System(s) or HR Systems.
- Highly proficient user of IT in general: word-processing, spreadsheets, presentations, email/calendars.
- A driving licence valid for driving within the United Kingdom.

Desirable:

- Previous work experience in a people function within the not-for-profit or charitable sector;
- Understanding of, and empathy with, the aims and objectives of the National Trust for Scotland.

Just so you know...

- The Trust has a set of Values we would ask you to work within, and these apply to everybody in the Trust irrespective of their role or job. You can find out more here: <https://www.nts.org.uk/our-work/our-manifesto-and-values>.
- This means we want you to have:
 - The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary;
 - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone;
 - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view;
 - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

How to apply for this role:

If you’d like to be considered for this great opportunity then please forward your Curriculum Vitae (CV) , including details of your current salary, to the People Services Department (Applications) by email via workforus@nts.org.uk, by close-of-business on Monday 29th July 2024. Interviews are likely to be held on Thursday 15th August 2024 at Balnain House, Inverness.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. Please make sure your email/CV is clearly marked “Lead Consultant – Volunteering”.