

## **Engagement and Volunteer Manager**

**£30,450**

**3 days per week (21 hours)**

**Based in our office in Central Bristol, with flexibility for home working**

### **About the role**

This is a newly created and hugely rewarding role which will sit at the heart of our work. You will support volunteers, patients and healthcare professionals to engage with our work bringing about meaningful change for pituitary patients in the UK.

You will support existing, and recruit a diverse cohort of volunteers to lead local support groups and fundraising initiatives across the UK. Leading on the strategy for this, you will offer support and training to ensure an excellent service and satisfaction for volunteers and those they work with.

Alongside this you will develop a programme of events and campaigns (digital / physical) to engage patients ensuring our resource and support reaches as many people as possible.

Finally you will develop and deliver a strategy which raises awareness of pituitary conditions amongst healthcare professionals, and supports their care of pituitary patients.

In all areas you will work closely with the Head of Patient and Family Services. You will report directly to the CEO and work closely with the Communications Officer.

### **About the Pituitary Foundation**

The Pituitary Foundation is the leading charity in the UK dedicated to supporting pituitary patients. We provide support to people affected by conditions of the pituitary gland which can include acromegaly, diabetes insipidus, prolactinoma, Cushing's and hypopituitarism.

We run Local Support Groups around the UK and ROI, a Patient Support & Information Helpline, Endocrine Nurse Helpline, telephone buddy system and provide publications. To enable this we have an extensive fundraising programme including a membership scheme, events and apply to trusts and other funding sources for grants. Our wonderful volunteers support our work, and patients nationwide.

It is an exciting time to join the foundation with our new strategy and ambitious plans to change the lives of pituitary patients nationwide. We are in a confident financial position and have a supportive, friendly staff team in our Bristol office.

### **Role description**

#### **Volunteering**

- Working with the CEO, develop and deliver a volunteering strategy, which supports existing and recruits new volunteers to support our core objectives.
- Significantly increase the inclusivity of volunteers and the work done by volunteers.

- Oversee the recruitment of volunteers, their induction and training and manage recruitment processes and paperwork.
- Produce and keep up-to-date relevant policies, processes and forms.
- Lead on organising volunteering events and training ensuring volunteers are supported and well equipped.
- Manage existing and new volunteers, including taking overall management for office based volunteers.
- Ensure all volunteers are visited by core Pituitary staff annually.
- Working with the Communications Officer, ensure regular and appropriate content for and about volunteers including: e-newsletters, website content, social media, Pit Life and print material.
- Establish evaluative methods, and collect and report on feedback and statistics to ensure an excellent experience for volunteers and the community

#### **Patient Engagement**

- Programme a range of events providing engaging information, education and networking for patients across the UK.
- Alongside the Head of Patient and Family services work to deliver a concentrated series of events in October, as part of the Pituitary Awareness month. This includes the delivery of what is traditionally known as the annual conference and would include masterclasses, interviews, panel discussions and similar.
- In partnership with the Administrator, organise the Foundation's presence at external conferences, coordinating volunteers as required.
- Support the administration and deliver of further events engaging relevant audience groups as required.
- Working with the CEO, conceive and deliver relevant campaigns to raise awareness of pituitary conditions. It is expected that there would be 2 significant campaigns annually.

#### **HealthCare Professional Engagement**

- Develop and deliver an impactful strategy to engage healthcare professionals in their support of Pituitary patients.
- Develop and deliver at least one campaign to support pituitary awareness annually.

#### **Communications**

- Work closely with the Communications Officer, establishing a robust and impactful communications strategy and ensuring a vibrant range of communications engage a growing audience both digitally (via social, newsletters, website) and in print (letters, reports).

- Working with the Communications Officer, ensure timely, engaging newsletters reach our different audiences (eg members, healthcare professionals, fundraisers)
- Ensure the website is up to date and navigable.
- Contribute content to Pituitary Life magazine and social media relating to events and volunteers.
- Lead on updating the website with relevant volunteering and engagement content including events lists, information pages and news.
- Ensure we are using analytics to inform our work.
- Represent The Foundation at external events and meetings in relation to volunteering.

### **General administration**

- Responsible overall for keeping records up-to-date relating to volunteering and engagement.
- Provide reports and reviews as and when required.
- Attend Trustees' and staff meetings when required.
- Input into annual and operational planning and budgeting, led by the CEO
- Be responsible for your own health and safety and report any known hazards.
- Adhere to strict data and cyber security, raising concerns as appropriate.
- To act at all times in a way befitting a representative of the Pituitary Foundation and perform your role to a high standard, to time and with dedication and commitment.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and The Foundation would aim to reach agreement to any changes.

### **Person Specification**

#### **Experience**

1. Demonstrable experience **of recruiting, training and managing volunteers.**
2. Experience in **programming and leading on the delivery of events** targeting specific audience groups.
3. Ability to **develop awareness raising campaigns** to deliver against specific aims.
4. Experience in **delivering successful marketing and communications** online and in print.
5. Confidence in **developing evaluations and using feedback** to inform future work.

6. Confidence **working with a range of people**, and communicating by phone, in writing and presenting online.
7. **Experience and interest in Equality, Diversity and Inclusion**, and meaningfully bringing this to volunteering and engagement work.
8. Excellent ability to **self-organise and to work well under pressure**.
9. Knowledge or awareness of **healthcare settings** is welcome but not essential.

The Pituitary Foundation believes in diversity and equality. We especially welcome applicants who are under-represented within the charity sector and want to build a team with a diverse range of perspectives, backgrounds and skills. We know that in diversity is strength and we look forward to hearing from all interested applicants.

### **How to Apply**

Please send a cv and cover letter (no more than 2 sides of A4), or film of an equivalent length which includes:

- Why you are interested in this role,
- How your experience or interest meets each point of the person specification.
- The names and contact details of two referees, including your most recent or present employer. We will not contact your references without informing you.
  
- It is helpful for us if all applicants complete this [short, confidential, equalities survey](#) to inform future recruitment.

Applications should be emailed to [ren@pituitary.org.uk](mailto:ren@pituitary.org.uk)

Deadline for applications: midnight, Sunday 26 June