

Volunteering Partnerships and Implementation Manager

Job description

It will take a society to beat dementia. Alzheimer's Society.



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Volunteering Partnerships and Implementation Manager

Position in the organisation

Reports to the Head of Volunteering.

Member of the Volunteering management team, working in collaboration with colleagues across the Society.

Part of the People directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

Volunteers and volunteering are core to delivering the Alzheimer's Society's strategy and volunteers currently make up most of our workforce providing Help and Hope. The Volunteering Partnerships & Implementation Manager leads a team of subject matter experts to build and maintain relationships and implement change with a specific directorate/function in the Society.

Leading the Partnerships & Implementation team to be excellent collaborators, listening and supporting directorates to involve volunteers, understanding and developing solutions and improvements or change, and developing volunteer managers. Using deep volunteering expertise, as well as an understanding of the directorate/function, the Volunteering Partnerships & Implementation team enables the directorate/function to deliver their volunteering priorities and plans, whilst working closely behind the scenes with the delivery and development teams.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Leads team of Volunteering Partners including Senior Volunteering Partner, to build and maintain relationships with a specific directorate/function in the Society, to understand functional priorities and requirements for volunteering.
- Responsible for ensuring communication, engagement and support is relevant to directorate/functional groups across the Society and supporting with implementation of changes.
- Member of wider Volunteering Management Team, contributing to future strategy and plans and leading workstreams and on pieces of ongoing improvement of volunteering across the Society.
- Builds credibility and trust-based relationships with managers and leaders across the directorates/functions, providing volunteering expertise and guidance to support Volunteer and Volunteer Manager experiences.
- Proactively uses data and insight from directorate/functions to inform ongoing improvement to Volunteer and Volunteer Manager experiences. Shares directorate/functional trend data and insight with the Volunteering Development team to inform wider strategic changes to volunteering experiences.

- Ensures implementation of strategic changes within directorate/functions particularly within enabling functions, in line with volunteering strategy and change programmes.
- Oversees the planning, delivery and post action activity for our bi-annual Volunteer Voice Survey.
- Provide matrix management to the Corporate Volunteering Manager ensuring they are supported to embed the corporate volunteering programme.

We are looking for someone who can...

- Lead and inspire a team of subject matter experts to deliver an exceptional volunteering service for directorates/functions.
- Ensure efficient, best practice delivery of Volunteer and Volunteer Manager experiences.
- Use data and insight to inform planning and decision making, as well as continuous service improvement.
- Programme and project manage improvement or change implementation across a team and at scale.
- Champion Volunteers and Volunteer Managers, providing practical support and guidance to directorates/functions and influencing as needed.
- Collaborate, advise, and support directorate teams involving volunteers to be compliant with all Society's standards and policies, including key areas - safeguarding, information governance and health and safety.
- Operate as a trusted strategic partner to senior leaders, balancing organisational priorities, volunteer needs and operational realities to deliver impactful, evidence-based solutions.
- Demonstrate commitment to inclusive working, ensuring equality and valuing diversity, by role modelling behaviours, challenging our thinking, and amplifying and involving volunteering audiences to shape our work.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of volunteer management within a large and complex organisation or achieved a relevant Volunteer Management qualification.	A/I
Proven leadership and people management skills, able to develop a high performing team through empowerment, delegation, and coaching, including leading and involving Volunteers.	A/I
Advanced knowledge of the value volunteers add and the impact they bring to organisations.	A/I
Up-to-date knowledge of the law relating to volunteering and volunteering best practice, principles, and procedures.	A/I
Demonstrable knowledge and experience of implementing best practice solutions to drive a volunteer involving ethos and culture.	A/I
Significant experience of working as a part of multiple teams to deliver shared objectives.	A/I
Experience of ensuring Volunteer and Volunteer Role Manager journeys are accessible and encourage diversity, equity and inclusion.	A/I
Experience of taking a partnering approach to build and maintain positive and productive working relationships.	A/I
Demonstrable experience of diagnosing complex organisational challenges, influencing stakeholders and developing strategic solutions through collaborative partnership working.	A/I
Experience of managing projects and programmes.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Good communication skills, both verbal and written.	A/I
Work collaboratively and be able to prioritise individual and team workload effectively. Remain solution focussed and balance priorities across all areas of work.	A/I
Effective interpersonal and interpretation skills will allow you to have open jargon-free conversations with the Society.	A/I
Champions the diverse needs of people affected by dementia and creates opportunities to involve people affected by dementia in their work and decisions.	A/I

Good analytical and problem-solving skills, with the ability to interpret information, challenge constructively and influence decision-making at all levels of the organisation.	A/I
Ability to develop strong internal and external relationships. As well as coach, challenge, and influence to ensure effective business solutions, balancing risk and commerciality and resolve conflict where necessary.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a motivated self-starter with a growth mindset who is able to prioritise a busy workload.	A/I

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contributions rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face coooselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave