

REACHOUT

Recruitment Pack

Volunteer Officer



About the Role

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| Job Title: | Volunteer Officer |
| Reporting to: | Curriculum, Quality and Training Manager |
| Contract: | Full time – permanent (probationary period of 6 months) |
| Hours: | 37.5 hours a week: 9am - 5.30pm with flexibility for regular evening working for mentor trainings and events. |
| Location: | Manchester preferred but London based applications also considered. Hybrid working - expectation to work the office 1-2 days per week. |
| Salary: | £24,500 - £27,500 |

ReachOut is a national youth development charity and a strategic partner for schools. Through collective mentoring and engaging activities, we build socio-emotional skills that transform outcomes for young people constrained by circumstance.

Our Volunteer Officer is responsible for the recruitment, onboarding, training and development of our volunteers – particularly those from our community partners. This role ensures that volunteers have a fantastic experience across a range of ReachOut opportunities that are highly impactful for the young people that we work with. The postholder will also play a key role in developing the ongoing training offer for volunteers and building networks with community organisations across our regions.

2025 is an exciting time to join ReachOut as we launch our new organisational strategy. You'll be joining a friendly and supportive team, helping us make a real difference to the lives and futures of young people across London and Manchester.



Find out more about ReachOut and our work at reachoutuk.org.



Job Description

Volunteer Onboarding & Training

- Recruit, train, manage and retain volunteers to ensure ReachOut has good quality mentors to fill all projects
- Coordinate and deliver mentor training including safeguarding
- Uphold safer recruitment principles including carrying out DBS and reference checks
- Day to day management and support of volunteers
- Update and use ReachOut's database of mentors (Salesforce) and any other database/volunteer management tools

Volunteer Retention & Strategic planning

- Identify and engage with community organisations who can refer volunteers & maintain these as mutually beneficial partnerships
- Develop regular internal communications to our volunteer base to elevate their experience and support with the creation of marketing materials
- Coordinate and create a dynamic ReachOut presence at external events
- Organise and attend volunteer socials to foster the ReachOut community

Quality & Impact

- Design and gather feedback through surveys and focus groups to help us improve our volunteering experience.
- Input into the design and implementation of quality assurance standards for mentors as well as mentor data analysis to be able to make evidence informed improvements
- Review and implement changes to all elements of mentor training in line with project design and theory based principles
- Develop a programme of ongoing support and development for our community mentors



Person Specification

Experience

- Experience working with and motivating volunteers.
- Experience in designing and delivering training.
- Has built and maintained working relationships with volunteers and external organisations.
- Experience in managing research projects and/or improving and developing digital processes.

Skills

- Proficient IT skills, including the use of Microsoft Office programmes and CRM systems such as Salesforce.
- A confident public speaker with the ability to present complex subjects with clarity.
- Good communication skills – orally and in writing.
- Ability to work collaboratively and create a participative and positive work environment.
- Ability to use initiative to work alone, take responsibility for and manage own workload.
- A highly organised person, able to manage a complex workload with competing and shifting priorities to meet deadlines.

Attitude/Behaviours

- Empathy with ReachOut's mission and the needs of young people, especially those from under-represented groups.
- Demonstrable understanding of and commitment to anti-discriminatory practice and equal opportunities.
- A positive, proactive, and can-do attitude with an ability to adapt and learn.
- Confident to represent ReachOut and network at external events.
- Able to work flexible hours when necessary (time off in lieu will be given for evening work and very occasional weekend work).
- Willing to travel to ReachOut locations to attend recruitment events and deliver training sessions, events and team days.





Employee Benefits

ReachOut is committed to supporting the well-being and mental health of its employees. This includes, but is not limited to:

- Commitment to supporting the well-being and mental health of employees through trained Managers and Mental Health First Aiders.
- 29 days annual leave pro-rata (3 of which are used between Christmas and New Year), rising to 30 days pro-rata per annum after two years' continuous service and 32 days pro-rata per annum after five years' continuous service.
- 3% employers pension contribution.
- Hybrid working with 1-2 days in our Manchester or London Offices. Hours can be flexed around key activities and attendance at projects, meetings, events etc.
- Employee Assistance Programme.
- 2 days (or 17 hours) of volunteering within working hours (after successful completion of probation).
- Commitment to supporting the professional development of its staff. This includes - but is not limited to - training opportunities and personal training budget.
- Enhanced maternity, adoption and paternity leave after one year of service.
- 'Legend of the month' staff award.
- Regular staff socials.
- Access to a health plan after (after successful completion of probation).



How to apply

To apply, please send your CV and a supporting statement (maximum two pages), addressing each point of the person specification, clearly describing how your skills and experience makes you suitable for this role and provide evidence for each point.

Please send both documents to hr@reachoutuk.org. In the subject line quote VO-2025

Equal Opportunities

Please complete [this equality and diversity monitoring form](#) and submit it with your application.

We recognise that artificial intelligence (AI) such as ChatGPT can be useful for applicants, for example to shorten an initial draft. However, we would caution applicants not to rely too much on AI in drafting their applications. We want to hear your authentic voice that comes from your experience, and we will be looking for answers that use examples and experiences that are specific to you. You are more likely to be able to produce that kind of content yourself than an AI will.

Key Dates

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| Applications Close | Monday 27th January at 12:00pm. |
| Interview – in person at our London Office Travel expenses will be paid for anyone who will be based in our Manchester office. | Tuesday 04 th February. |
| Start date | As soon as possible after offer. |

Please note: The successful candidate will be required to undergo an enhanced criminal records check with the Disclosure and Barring Service. ReachOut will cover the cost of the check and guide you through the process. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Our commitment to equity, diversity and inclusion

ReachOut is committed to being an inclusive and diverse organisation. We therefore welcome applications from people of all ethnicities, ages, religious beliefs, gender identities, sexual orientations and any other protected characteristics, to provide a diverse range of experiences, ideas and insights into our work. ReachOut wants to increase the representation of our young people amongst our staff, so if you are from these ethnic groups, we would particularly appreciate receiving your applications.

Find out more about who we are
and what we do at reachoutuk.org



REACHOUT



[REACHOUTUK.ORG](https://reachoutuk.org)



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