



RECRUITMENT PACK

**VOLUNTEERING MANAGER**

**(PARENTAL LEAVE, 12 MONTH FTC)**

NOVEMBER 2024

INVESTORS IN PEOPLE®  
We invest in people Standard





# FOR A WORLD WHERE HIV HOLDS NO ONE BACK

GEORGE  
HOUSE  TRUST  
HIV POSITIVE LIVING

## A Message From

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## Darren Knight CHIEF EXECUTIVE

Our vision is a world where HIV holds no one back.

I'm really excited to be recruiting a Volunteering Manager to join the team.

We want someone that is experienced and committed to providing our volunteers with all the support they need to thrive with us.

We are committed to involving volunteers safely, responsibly and effectively and to recognise and celebrate the contribution that volunteers make to our work.

Throughout the year, you will support our volunteers and teams in delivering our vision, mission and key strategic aims.

We're an HIV charity and we can teach you the history and what's changed in relation to HIV.

We need you to bring a passion for people; a compassionate nature and understanding of what volunteering provides to individuals and charities.

Thanks so much for your interest in this opportunity. We look forward to receiving your application and if you've got any questions about the role, please get in touch.

A handwritten signature in red ink that reads "Darren." with a stylized flourish underneath.

## An Introduction To George House Trust



**George House Trust is a charity with a clear vision for a world where HIV holds no-one back. Originally established in 1985 as Manchester AIDS Line, we've evolved over the years and we now provide a comprehensive range of services and support for people living with and affected by HIV.**

We now offer more than 30 different services spanning everything from wellbeing, welfare and financial support. A big focus for our work is on social connectivity and innovative projects supporting people across a range of different issues including ageing well with HIV, supporting those with complex lives and promoting inclusion.

We currently employ 23 people and we're supported by 133 volunteers. Our organisational purpose is 'inspiring people living with HIV to live healthy and confident lives' and we're looking for someone to join our movement and share our purpose to make a positive change for people living with HIV.

## Who we support

George House Trust supports people living with and affected by HIV. Our work includes supporting partners, families, friends, colleagues and employees.

Young, old, newly diagnosed or living with HIV since the early 1980s, our team are wholly focused on person-centred and individual outcomes so that people can live well.

**2,658**  
**PEOPLE LIVING WITH  
HIV SUPPORTED BY  
OUR PEOPLE**

“

My life was on the edge. I had a lot going on. I was able to pour everything into the counselling. It helped me so much. Now I am in a very good place, looking forward to the future. KAI

”

## An introduction to George House Trust

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**£378,656  
SECURED  
THROUGH BENEFITS,  
DEBT REDUCTION  
AND WRITE-OFFS  
AND GRANTS**

### What we do

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A big focus of our work is on supporting people with a range of different issues relating to HIV across the whole life course, including support for young people, support for ageing well, supporting people with complex lives, tackling vulnerability, inequality and promoting inclusion.

All of our support is user led, designed with, by and for people living with HIV.

### Why we do it

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George House Trust believes that people should have the support, information, advice and guidance that they need to live well with HIV. Everyday, we see people who face discrimination, some are living in fear and most are managing the consequence of structural and societal stigma that is unique to HIV as a health condition.

We see our role as the support service to enable people to realise their potential and focus on HIV positive living.



### Where we work

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Our work in the North West region of England, with a focus on Greater Manchester and Liverpool.

**56**

**PEOPLE LIVING WITH  
HIV SUPPORTED BY  
OUR INTENSIVE  
SUPPORT WORK**

“





Words fail me to express how much I can thank you. Without you, I don't really know who was going to help me. I can't even thank you enough.

ASH

”

## Our strategy

The strategic priority for George House Trust is to 'Ensure our work meets the changing needs of people living with HIV'. There are 4 strategic objectives that shape all that we do and they are:

-  **We will support more people.**
-  **We will provide quality services.**
-  **We will involve more people living with HIV.**
-  **We will improve the way we do things.**

The purpose, vision and values of George House Trust drive the organisation's strategy, focus and service delivery and are as follows:

### Our Vision

**A world where HIV holds no one back.**

### Our Purpose

**Inspiring people living with HIV to live healthy and confident lives.**

### Our Values

**Passionate. Inclusive. Responsive.**

## The way we work

George House Trust encourages accountability, individuality and flexibility in our team. We want our people to have ideas and turn them into action. We bring the team together regularly to explore ideas and share learning through team meetings, development workshops and externally facilitated workshops too.



Personal development is important to us too. We encourage people to learn and, in addition to providing an individual training budget for all staff, we actively encourage people to get involved in external partnerships that develop learning and networks.

## The benefits of working at George House Trust

We offer an excellent employee benefits package which includes:

- an individualised approach to flexible working.
- an 8% non-contributory pension scheme.
- a cycle to work scheme.
- a dedicated training budget for each employee.
- full remote digital access to enable agile working.
- 25 days annual leave plus 8 bank holidays plus additional days at Christmas.

...plus, many other benefits.

## Our team

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George House Trust currently has **23** employees. The team is supported by **144** active volunteers. We are led by a board of **9** trustees who bring a blend of skills, experience and passion to the strategic leadership and governance of the charity.





GEORGE HOUSE TRUST  
HIV POSITIVE LIVING

FOR A WORLD  
WHERE  
HIV  
HOLDS  
NO ONE BACK

# HOW TO APPLY

GEORGE HOUSE TRUST  
HIV POSITIVE LIVING



## How to apply



We want to know all about what you'll bring to the role, please apply by writing, in MS Word format or Google docs and in no more than 2,000 words, answering the following questions:

- 1** Why do you want to work at George House Trust?
- 2** What will you bring to the role of Volunteering Manager?
- 3** Detail your skills, knowledge and experience in addressing the 5 key areas of focus for the role, considering the criteria in the person specification.

All applications must be emailed to [recruitment@ght.org.uk](mailto:recruitment@ght.org.uk) in an editable format [Microsoft Word or similar] by Monday 25 November 2024 by 09:00, with a completed demographic monitoring form.

**Please DO NOT submit your application as a PDF.**



Please also add your current CV to your application in MS Word format (or similar).

If you have any questions about this role or the application process, contact Kath Millard, by emailing [kath@ght.org.uk](mailto:kath@ght.org.uk) or calling 0161 274 4499.

**Interviews will be held week commencing 2nd December 2024.**

## Volunteering Manager: about the role

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### **HOURS**

28 hours per week [0.8 FTE]

### **CONTRACT**

12 months fixed term (Jan 25 - Jan 26).

### **SALARY**

NJC SCP 28 to 32.  
[starting at £36,648].

### **LOCATION**

Manchester, Liverpool, and external work including at partner organisations.

### **ACCOUNTABLE TO**

Director of Operations and Delivery.

### **ACCOUNTABLE FOR**

Volunteers.

### **EXPECTATIONS**

Some evening and weekend working.

**We are actively encouraging applications from people living with HIV for this role.**

## Purpose Of The Role

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To lead, develop and support all aspects of the volunteer experience at George House Trust, and deliver the Volunteer Strategy in line with the George House Trust vision and mission.

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## Principal responsibilities and areas of focus

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The 5 key areas of focus for this role are:

1. Manages the volunteering experience at George House Trust, ensuring it is rewarding and meaningful. Leads on the delivery and evaluation of George House Trust's volunteer strategy.
2. Leads on all volunteer recruitment, working with project, programme and area leads so volunteer plans and roles align with our organisation's vision and mission and strategic aims.
3. Leads the induction of volunteers and supports and coaches volunteers.
4. Leads on all volunteer safeguarding; volunteer management procedures, including budgets.
5. Promotes volunteering both internally and externally, creating a positive culture where volunteering opportunities are understood and valued.

## Additional Responsibilities and Tasks

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1. Work in line with, and support the delivery of, the vision, mission, values and goals and be a champion for George House Trust at all times.
2. Adhere to and work within all the policies and procedures of George House Trust.
3. Attend and actively contribute to internal and external meetings as required.
4. Attend and actively participate in training as required.
5. Actively contribute to a positive, supportive and constructive working ethos, relationships and environment within George House Trust; with partner organisations and all other stakeholders.
6. Other relevant tasks aligned to the grade in line with operational requirements.

## Disclosure and Barring Service (DBS)

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This post will require an appropriate level DBS check.

## Flexibility

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George House Trust supports flexible and hybrid working and we're open to discussing options.

## Diversity and Inclusion

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George House Trust deals with diverse issues and we need a diverse team to respond to them, we particularly welcome applications from Black African and other racially minoritised groups and communities as they are currently under-represented in our work force.

We **ALWAYS** actively encourage applications from people living with HIV.

## Person Specification

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This acts as the selection criteria and the more of the criteria that you demonstrate you are able to meet in your answers, the greater likelihood of being invited to interview. In your application please use each point that you are able to meet as a heading and then explain how you meet the specific criteria.

### Experience

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- E1. Experience of managing volunteers in a service environment.
- E2. Experience in recruiting, training, and managing volunteers.
- E3. Experience in designing and delivering training for volunteers and/or staff.
- E4. Experience of safeguarding and understanding necessary escalations.
- E5. Experience in delivering volunteer reward and recognition initiatives.

### Skills

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- S1. The ability to communicate effectively with individuals and groups from diverse communities.
- S2. Strong planning and organisational skills, effective resource utilisation and task prioritisation.
- S3. Leading and facilitating groups, training sessions and workshops.
- S4. Support, coach and develop volunteers to support teams who work across complex social issues in a busy environment.
- S5. Work with people and groups to effectively co-design new volunteer roles.
- S6. Showcase the impact of volunteering through effective output and outcomes reporting.

### Knowledge and understanding

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- K1. Working knowledge of the law and ethical standards relating to volunteering and the charity sector
- K2. Familiarity with safeguarding policies and practices, particularly in volunteer and support services.
- K3. Knowledge of working with stakeholders, external agencies and others.

### Personal attributes and approach

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- P1. A commitment to improving your own knowledge and skills.
- P2. A commitment to George House Trust's mission, vision and values.
- P3. A commitment to equality, diversity and inclusion within the volunteer team and wider organisation.
- P4. To provide coaching and development support to volunteers and to ensure that they have access to relevant training that supports their role.

George House Trust will consider any reasonable adjustments requested by applicants with a disability (as defined under the Equality Act 2010) who meet the requirements of the post to be invited to interview, in line with the Disability Confident scheme. Please state this in your email accompanying your application.

**George House Trust**

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Manchester

M12 6FX

**T: 0161 274 4499**

**W: [www.gh.org.uk](http://www.gh.org.uk)**

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