

JOB DESCRIPTION



JOB TITLE: Western Vale Good Neighbours Scheme Manager

ACCOUNTABLE TO: Service Manager

JOB PURPOSE:

The main purpose of this role is two fold:-

1. **Volunteer Recruitment, Training & Development (Vale-wide)** The Postholder will recruit, train and support volunteers across the entire Vale of Glamorgan, ensuring a strong, diverse and well-supported volunteer team delivering a range of Good Neighbour activities.
2. **Client Support & Community Development (Western Vale)** You will also support older people living in the Western Vale by identifying unmet needs, matching them with volunteers, and developing volunteer-led solutions that strengthen community support.

Whereas this role focuses on volunteer development and Western Vale Client support. The postholder will work closely with a colleague that supports Clients in the Central & Eastern Vale, ensuring full geographic coverage as well as the central point-of-contact team, who handle incoming telephone enquiries before passing referrals on

This job description outlines the key performance indicators of, and output required from the Western Vale Good Neighbour Scheme Manager. It is not a definitive list and the role may well change and evolve over time.

KEY RESPONSIBILITIES

Volunteer Recruitment & Management (Vale-wide)

- Recruit 30 volunteers per year across befriending, shopping, transport, practical help, admin, and engagement roles.
- Recruit volunteers across the Vale to ensure county-wide coverage.
- Identify service gaps and design volunteer roles.
- Ensure all support remains volunteer-led.
- Deliver high-quality inductions and training.
- Use digital tools including Volunteero and an online calendar tool.
- Assess volunteer suitability in partnership with managers.
- Provide regular supervision, support and recognition to volunteers.

Client Support & Community Engagement (Western Vale)

- Assess the needs of older people referred from the central point-of-contact team.
- Match clients with suitable volunteers and ensure safe, appropriate support.
- Provide advice, information and signposting where needed.
- Work closely with the colleague covering the rest of the Vale to ensure consistency and shared learning.
- Build strong relationships with local groups, services and community partners in the Western Vale.

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Promotion, Outreach & Awareness

- Deliver promotional campaigns to increase volunteer numbers and community awareness.
- Attend at least 12 community events per year to promote the scheme.
- Organise leaflet drops, posters and community outreach activities.

Volunteer Experience, Engagement & Retention

- Plan volunteer seminars, social events and online engagement sessions.
- Keep volunteers informed through newsletters, updates and social media.
- Encourage volunteer feedback through surveys, reviews and informal check-ins.
- Develop and moderate an online volunteer forum to support peer connection and learning.

Monitoring, Evaluation & Digital Improvement

- Track recruitment, retention and engagement using Volunteerero.
- Monitor diversity, accessibility and inclusion across the volunteer team.
- Analyse feedback and data to identify improvements.
- Use insights to refine the volunteer journey and strengthen the scheme.
- Produce monitoring reports for internal and external stakeholders.

Administration, Compliance & Other Duties

- Manage a small project budget responsibly.
- Maintain accurate, confidential records in line with organisational policies.
- Follow safeguarding, data protection and health & safety requirements.
- Undertake any other reasonable duties as required by the Service Manager.
- Adapt to changes in community need, volunteer availability or service priorities.
- Work flexibly in line with the needs of the business to ensure the safe delivery of our service.
- To be responsible for your own health and safety and the health and safety of others.