



THE PRINCE'S TRUST JOB DESCRIPTION

JOB TITLE: Volunteering and Secondments Executive (Mosaic) **LOCATION:** London

RESPONSIBLE TO: Volunteering and Secondments Manager

BAND: 5 £24,350 - £32,450 (Starting salary: £24,350- £25,700)

CONTEXT OF THE ROLE:

In July 2016 Mosaic, an initiative founded by HRH The Prince of Wales in 2007 moved to The Prince's Trust and together we are aspiring to reach more young people than ever before. We share the same purpose – to help disadvantaged young people to overcome their barriers and move towards education, employment and training. Mosaic specifically targets those young people from deprived communities and has a strong presence within deprived Muslim communities, and connects volunteer role models to young people. Young British Muslims in today's society are disproportionately over-represented amongst those facing disadvantage. They suffer the greatest economic disadvantages of any group in society - unemployment rates for Muslims are more than twice that of the general population (12.8% compared to 5.4%) and 41% are economically inactive, compared to 21.8% of the general population.

The Prince's Trust supports young people through teams of staff, volunteers and delivery partners in three English regions and offices in Scotland, Wales and Northern Ireland. Each of the regions and countries has a Director and in the countries they are supported by Country Advisory Councils, which are made up of non-executive volunteers. Young people are supported through a variety of core programmes including; Achieve, Mosaic, Fairbridge, Team, Enterprise, Get into, Get Started and Development Awards, together with a variety of smaller developing programmes and new initiatives as they come on line. The Prince's Trust could not achieve its results without the work and support of its volunteers and mentors. The skills volunteers and mentors bring to its programmes set The Trust apart from other organisations and with a ratio of approximately 10:1 volunteers to staff, The Trust derives an immense benefit from volunteers through their time, support and commitment.

KEY CONTACTS:

- Volunteering & Programme Teams,
- Mosaic Programme Teams,
- Programme Support Team,
- Finance and Contract Management Teams,
- National Volunteer and Secondment Teams.

Detailed Responsibilities:

1. Work with colleagues across all programmes and functions to identify The Trust's need for volunteer and secondment support
2. Promote The Trust's volunteering opportunities locally, both indirectly with volunteering organisations and directly to potential volunteers and follow recruitment guidelines to ensure volunteers reflect diversity in experiences, background, and particularly from under-represented groups – with a focus on volunteers from Muslim communities

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3. Recruit, train, support and manage the budgeted number of volunteers to support the needs of The Trust in the region/country and in line with the stages and processes outlined in the Volunteer Toolkit, the minimum quality standards and any additional contractual obligations
4. Ensure all volunteers and secondees are DBS (or equivalent) checked in line with The Trust's Recruiting Safely Policy
5. Ensure all opportunities are delivered in line with our Health and Safety and Safeguarding procedures.
6. Work with colleagues across all programmes and functions to identify the need for volunteers and secondees, match, and place all required volunteer mentors.
7. Maintain positive relationships with Delivery Partners, colleagues and volunteers to ensure young people are smoothly transitioned through the programmes and to find suitable progression opportunities.
8. Respond positively and promptly to any support issue that arises including queries and requests for assistance or information from young people and volunteers.
9. Maintain regular contact with volunteers through refresher training, e-communications, reviews and network meetings.
10. Review each volunteer's support to The Trust on an annual basis, providing opportunity for them to carry out other roles at The Trust if appropriate.
11. Review and manage volunteer utilisation to ensure volunteers are active and fully engaged.
12. Organise recognition and networking events for volunteers
13. Supervise a team of volunteer co-ordinators who support delivery.
14. Support the implementation of multiple external funding contracts or initiatives (local and national) to ensure requirements and outputs are achieved
15. Maintain accurate and up to date records, paper and electronic, as required by The Trust or external funding contracts and in line with The Trust's data protection policy.
16. Implement action plans to address issues identified in the annual self-assessment and quality assurance processes
17. Attend all necessary internal/external training courses and management/steering group meetings as required



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18. Carry out other duties as may reasonably be required by The Trust, including deputising as appropriate on activities relevant to area of responsibility

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PERSON SPECIFICATION

Criteria	Essential	Desirable
Skills and Knowledge:	<ul style="list-style-type: none"> • An understanding of the issues that may arise whilst working with volunteers and secondees and managing their expectations • An understanding of how to engage hard-to-reach communities • Ability to work effectively with volunteers and/or secondees supporting young people from our target groups • Strong understanding of the challenges young people within The Trust's target groups face • Coaching and people development skills • Good planning and organisational skills and the ability to manage multiple priorities • Excellent interpersonal, written and verbal communication skills, including the ability to work with a wide range of external and internal customers • Ability to work both independently and as part of a team • Ability to work on own initiative to find creative solutions to problems • Strong awareness and understanding of equal opportunities and the ability to translate these into effective action 	<ul style="list-style-type: none"> • Knowledge of volunteering agencies. • Knowledge of processes for monitoring and evaluation • Knowledge of Health and Safety practices and processes • Knowledge of how to monitor and manage budgets, operating within agreed limits • Knowledge of British Muslim communities • Understanding of the political nuances associated in working with hard-to-reach communities
Experience:	<ul style="list-style-type: none"> • Experience of recruiting and managing volunteers, mentors and/or secondees • Experience of working in collaboration with internal stakeholders to deliver projects and or programmes • Excellent interpersonal skills and able to influence colleagues • Experience of working with corporates and presenting in formal environments • Experience of using e-mail, internet, word and spreadsheet packages, accurately and with good attention to detail 	<ul style="list-style-type: none"> • Experience of working directly with young people from The Trust's target groups, in particular care leavers, within a voluntary or statutory organisation • Experience of working within a target driven environment • Experience of delivering training • Experience of managing a mentoring project
Behaviours:	<ul style="list-style-type: none"> • Delivering Results Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. Makes effective, data-driven decisions. • Leading by Example Is an inspiring role model for others, building trust and living our Values; Always keeps young 	

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Criteria	Essential	Desirable
	<p>people at the centre of what we do.</p> <ul style="list-style-type: none"> • Continuous Improvement Consistently seeks to improve how we do things to achieve better outcomes for young people. Embraces change and innovation. • Effective Communication Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. • One Team Works with others as one team, actively collaborating to achieve a shared vision. Builds relationships across The Trust, sharing information and expertise. 	
Values	<ul style="list-style-type: none"> • Approachable – will be open minded and value diversity • Non-judgemental – will focus on the potential not the past • Inspiring – will lead by example • Empowering – will enable positive change • Passionate about The Trust's goals and delivering excellence 	