

Role Description

Chapter Member – Engage



Volunteer Lead

This role sits within the Engage Chapter and is supported by the Chapter Lead.

Salary range: £45,000 - £50,000
Step C, Chapter Member Main

Hours: 35 per week

Location: Home-Based

Contract: Permanent

Disclosure Level: Basic

About the Engage Chapter

Engage Chapter champions the customer. We do whatever it takes to ensure all our customers are at the heart of everything - always! We're all about deepening our understanding of all our customers, especially those we don't currently reach. We work tirelessly with colleagues to understand our customers' needs and wants, and how these insights can be translated into high quality and high impact products and services. By reaching out to customers, talking to them, involving them in how we ideate and test, we are instrumental to the National Deaf Children's Society extending its reach and impact.

In 2023 we launched our 5-year strategy 'Every Moment Counts' with an ambitious plan to reach every deaf child wherever they are and whenever they need us. This includes a bold community transformation model where we will work in partnership with local communities and volunteers to deliver for deaf children and their families. To do this we are transforming how we work, creating an inspiring environment for our people. In May 2023 we moved to a new organisational design, embedding an agile culture, values and methods.

About the role

We are developing an ambitious new community model where we will make an important switch between direct delivery, to one that is community and partner driven, collaborative & responds directly to our customers' needs. We know that volunteers are critical to us achieving this, and we want to revitalise our model and develop something truly special that responds directly to community needs.

Essential to this is establishing a framework that guarantees the safety of all individuals associated with the National Deaf Children Society, including customers, staff,

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volunteers and makes best use of digital tools. This is where you can make a significant impact.

As Volunteer Lead, you will take a strategic and hands-on role in shaping the future of volunteering across our organisation. You'll provide critical direction and expertise, driving forward a new, organisation-wide approach to volunteering — one that is inclusive, impactful, and aligned with our mission to improve outcomes for deaf children and their families. We are looking to push boundaries and test new ways of doing things to reach our customers and engage with volunteers. The chances are, we haven't done it before, so we are looking for a brave and creative mindset to breathe new life into our approaches.

You'll lead the development and implementation of our volunteering strategy, working closely with teams across the organisation — including our Connect Chapters and cross-functional squads — to embed volunteering as a core part of how we deliver value. A key part of your role will be designing a sustainable approach to co-creating volunteer opportunities with communities, ensuring that roles are meaningful, responsive to local needs, and reflective of lived experience.

From designing clear pathways into volunteering to championing best practice in support, recognition, and safeguarding — you'll be at the forefront of creating a modern, empowering experience for everyone who gives their time to support our work.

This is a strategic role, but also one that requires practical drive and collaboration. You'll bring people together, build strong internal relationships, and support teams to unlock the full potential of volunteers in a way that supports long-term impact and organisational growth.

What a day in the life of a Volunteer Lead might look like:

- Be part of a squad focusing on the design and implementation of a new, sustainable approach to volunteering where you will use your expertise to shape the direction of travel.
- Provide strategic input on developing sustainable, scalable initiatives that serve our communities and respond to need.
- Develop approaches to decentralise volunteer management whereby community groups, partners and staff have confidence recruiting, managing and engaging volunteers across multiple areas of expertise.

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- Provide an oversight of the rollout of the volunteer management system, working with the Volunteer Advisor to ensure that it is tailored to the needs of volunteers, staff and customers.
- Put volunteering firmly on the map as a sustainable, and vital way of bridging gaps in support and skill and bringing people together.
- Develop new and creative strategies to engage and reward volunteers that recognises the diverse needs and motivations
- Take a lead in ensuring that compliance relating to volunteering is followed and made accessible and easy to implement by our community partners.
- Work with our training and content colleague to ensure that e-learning modules, guidance and training is engaging, up-to-date and impactful.
- Collaborate with internal stakeholders to ensure volunteer roles are well supported, inclusive, and delivering impact.

Who are you?

- You're a strategic thinker with a passion for volunteering and the value it brings to communities and organisations.
- You have experience developing and implementing volunteer strategies which take a community driven and participative approach and drive impact and inclusion.
- You recognise that there is no "one size fits all" approach to volunteering and understand the many drivers and motivations of perspective volunteers, and how to harness this.

What will be in your toolkit?

- Strategic thinking and the ability to translate vision into practical volunteering approaches.
- Experience designing, developing, and implementing successful volunteer programmes.
- Strong relationship-building and influencing skills, across teams, communities, and senior stakeholders.
- Knowledge of best practice in volunteer engagement, support, and recognition.
- Confidence in co-creating roles with communities and responding to diverse local needs.

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- Practical understanding of safeguarding, compliance, and inclusive volunteer management.
- Ability to inspire, coach, and equip others to involve volunteers meaningfully in their work.
- Excellent communication and facilitation skills, both in person and online
- A collaborative mindset, with experience working across departments and in agile teams or squads.
- A passion for equity and a commitment to achieving better outcomes for deaf children through community-led support.

What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.
- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.
- Desire to learn agile principles, and to thrive within an agile project environment.
- Strong digital skills (Microsoft 365)
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress and performance.

Person Specification

Volunteer Lead

Essential Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Significant experience in a volunteering management role	A/I/T
2.	Strong demonstrable experience of inclusive volunteer management, including recruitment, training, support, and recognition.	A/I/T
3.	Proven ability to develop and implement strategic plans and translate them into operational delivery.	A/I
4.	Experience of a participative approach to volunteering, cocreating initiatives in collaboration with communities or service users.	A/I/T
5.	Experience of using volunteer management systems in a user-centric way	A/I
6.	Demonstrated ability to build relationships and influence stakeholders at all levels — from communities to senior leadership.	A/I
7.	Knowledge of safeguarding, data protection, and compliance relevant to volunteering.	A/I
8.	Excellent communication and facilitation skills, with the ability to engage, motivate, and guide others.	I

Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Strong digital skills and a sound understanding of agile values and principles.	I
2.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	A/I/Q