Sands

Application Information

**Networks & Volunteering Manager**

**About Sands**

Sands, the stillbirth and neonatal charity, are a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 17 babies are stillborn or die within the first 28 days of life every day.

Bereavement support for parents who’ve lost a baby and working in collaboration with health professionals, remains at the core of everything that Sands does. Sands also aims to ensure that there are fewer bereaved parents to support.

Find out more about our work: www.uk-sands.org

**Sands Benefits**

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff (after successful completion of a probation period) with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available.

**Annual leave**

Staff receive 28 days annual leave plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide a 24:7 independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

**About the role**

A strength of Sands is the network of over 100 Groups around the UK. Each has a large degree of autonomy in that they have their own committees, fundraise locally and manage their own bank account. They work within the Sands Group Constitution. Sands Groups offer support to anyone affected by the death of a baby, work closely with their local hospitals to ensure the best possible care is provided and promote awareness and the work of Sands nationally.

With over 100 Groups around the UK it is essential that we maintain good communication between the Groups and UK Sands, and provide effective support, motivation and guidance for Groups. To assist with this we have created 9 Networks, each with a Coordinator who has responsibility for a number of Groups.

The Networks & Volunteering Manager has overall responsibility for the team of Network Coordinators as well as the Groups& Training Coordinator, Befriender Training Coordinator and Groups Administrator. The post holder will contribute to our overall strategy and develop the Network structure. It will also be the responsibility of the post holder to review the structure of the Networks team.

This role offers an excellent opportunity to make a real difference within the charity. Some travel will be necessary, including occasional overnight stay.

**To apply:**

Please return the completed application form and monitoring form to [**recruitment@uk-sands.org**](mailto:recruitment@uk-sands.org) by the closing date below:

Closing date: midday on 28th November 2014

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

Interviews will be held at our Head Office: Sands, 28 Portland Place, London, W1B 1LY

**Job Description**

**Job Title:** Networks & Volunteering Manager

**Responsible to:** Head of Operations

**Responsible for:** 12 direct reports

**Location:** Sands Head Office, 28 Portland Place, London, W1B 1LY

**Contract:** Permanent

**Salary:**  £33,000 per annum (plus £3,300 LWA)

**Hours:** 35 per week (9.30 to 5.30pm)

**Main purpose of job:**

1. To provide leadership for, and manage, the Groups Team, which currently includes the Group & Training Coordinator, Befriender Training Coordinator, 9 Network Coordinators and the Groups Administrator.

The key areas of responsibility for the Groups Team are:

* Support and manage a network of over 100 voluntary Groups who help to deliver Sands three aims at a local level throughout the UK
* Provide trained befrienders, linked to Sands Groups, who are able to offer the appropriate support for bereaved parents and their families
* Develop and disseminate information and guidance for Sands Groups, including Group Handbook, Befriender Training, Groups Training and the Groups Toolkit.

1. To be a member of the management team and contribute to the overall strategy of Sands

**Principal tasks and responsibilities:**

**Strategic & Monitoring**

1. In conjunction with the Head of Operations, develop the strategy and annual objectives for the Groups Team
2. Work with the Head of Operations to develop, implement and maintain the Sands Volunteer strategy and associated policies and procedures
3. Report to the Head of Operations on your Team’s strategies and plans, achievement of targets and objectives, concerns and issues
4. Develop, monitor and maintain the annual budget for the Groups Team
5. Work to implement recognised quality standards and best practice
6. Regularly review standards to ensure the guidance and training provided to volunteers is of a high standard

**Management**

* Provide leadership, support and management for Groups Team and their key areas of responsibility:

**Group & Training Coordinator:**

1. Provide support, motivation and guidance to new Sands Groups
2. Coordinate, develop and deliver Sands Training for Groups throughout the UK

**Befriender Training Coordinator:**

* 1. Coordinate, develop and deliver, through our team of facilitators, Initial and Follow Up Befriender Training

**Network Coordinators:**

* 1. Coordinate and progress the implementation of objectives and priorities within the 3 aims of Sands
  2. Provide support, motivation and guidance to Groups
  3. Strengthen communication between UK Sands and Groups
  4. Help Groups share ideas and support each other

**Groups Administrator:**

* 1. Provide administrative support to the Groups Manager, Groups & Training Coordinator and Befriender Training Coordinator
* Hold regular team conference calls and ensure that agendas and minutes are circulated in a timely manner
* Ensure Group Team Away days are held twice a year and report on outcomes
* Be a member of the senior line management team, contributing to key decisions relating to strategic direction as well as delivery of objectives

**Networks**

* Develop the Sands Networks to ensure there is support, motivation and advice for Groups in all aspects of their work, especially when they are setting up or there is a change in committee
* Contribute to Network Days and attend where appropriate
* Work with Northern Ireland, Wales and Scotland Coordinators to develop and deliver objectives specific to those countries

**Groups**

* Develop channels of communication through the Network Coordinators to ensure that Groups have regular contact with UK Sands and are aware of and regularly updated on relevant Sands strategical, constitutional and financial issues
* Oversee the development of the Group Handbook, with updates as necessary
* Work with the Finance Team to ensure that Groups provide statutory annual financial returns and a report on group activities, as well as participation in audit as required
* Provide material where needed for the Groups section of the website, Sands e-bulletin and other publications.
* Ensure the Complaints Policy is followed in respect of any concern or complaint raised about or within a Group or a member of the Groups Team

**Other responsibilities**

* Participate in AGM and other events as required
* Participate in media interviews as required
* Develop and maintain effective relationships with relevant external organisations to promote and develop the Sands’ aims and objectives and attend external meetings as appropriate
* Undertake other duties as required by the Head of Operations and Chief Executive
* Maintain confidentiality over personal information relating to staff and clients
* Abide by all Sands Policies and Procedures
* Undertake all mandatory training as required
* Participate in annual appraisal and personal development review
* The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole.
* Promote the Sands vision and values at all times
* Some evening/ weekend working is likely
* This Job Description is not contractual and is liable to change over time

**Person Specification**

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| **Importance** | **Criteria** | **Assessment** |
| Essential | Degree level qualification/ equivalent experience | Application and interview |
| Essential | Experience of undertaking senior management role with sound strategic and operational abilities. | Application and interview |
| Essential | Proven track record in managing a team of paid and voluntary staff team across multiple sites | Application and interview |
| Essential | An understanding of the issues involved in managing volunteers | Application and interview |
| Essential | Excellent people and performance management skills at a senior level, with the ability to develop and inspire others, and model effective management. | Application and interview |
| Essential | Experience of implementing, monitoring and evaluating quality assurance systems | Application and interview |
| Essential | Experience of developing and managing front line services | Application and interview |
| Essential | Experience of developing, implementing and monitoring budgets | Application, interview and assessment |
| Essential | Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and meet tight deadlines | Application and interview |
| Essential | Experience of developing and maintaining effective partnerships internally and externally | Application and interview |
| Essential | Experience of change management and process improvement | Application and interview |
| Essential | Ability to remain calm and demonstrate a professional manner at all times | Application and interview |
| Essential | Excellent communication, presentation and interpersonal skills, both written and oral with people at all levels | Application, interview and assessment |
| Essential | Problem solving skills | Application and interview |
| Essential | Be able to travel throughout the UK, including overnights stays where necessary | Application and interview |
| Essential | Excellent IT skills (Microsoft office, databases) | Application and interview |
| Essential | Understanding of data protection & information assurance systems and procedures |  |
| Essential | Be a collaborative and supportive team player | Application and interview |
| Essential | Demonstrate a commitment to the aims and objectives of Sands including | Application and interview |
| Essential | Demonstrate an understanding of Equality and Diversity issues and ability to counter discrimination | Application and interview |
| Desirable | Management qualification or equivalent level of training | Application |
| Desirable | An understanding of maternity, health care policy and practice across the UK | Application and interview |
| Desirable | Experience of working in a bereavement support environment | Application and interview |