Volunteer Lead - Volunteer Engagement
Terms of Reference

OPPORTUNITY

WAGGGS is a volunteer-led Organisation and volunteers are at the heart of our work, enabling us to deliver our mission and vision. As the WAGGGS Global Team comes to utilise more volunteers in more operational roles it is essential to have a coordinated and proactive approach to volunteer resource management that is aligned with our strategy and ambitions. An integrated Volunteer Management Team will be formed and it is for this that we are seeking a Volunteer Lead. Together with the Core mission manager, you will lead a team of volunteers and together you will steer the work of the Volunteer Resources Management Team.

YOUR ROLE DESCRIPTION
Together with the staff lead:

- To provide strategic direction and expertise in the development and engagement of volunteers across the organisation, and promote effective working relationships between staff and volunteers.
- Collaborate with the World Board’s Volunteer Resources Committee to ensure alignment with the Framework for Volunteer Engagement as we establish new ways of work for volunteers in WAGGGS.
- Ensures that the volunteer life cycle is compliant with WAGGGS policies, consistent with the WAGGGS volunteer engagement framework and aligned with our strategy and sets operational priorities.
- Empower WAGGGS to achieve excellence in volunteer recruitment, retention and development
- Supports the establishment of all aspects of the management of operational volunteers.
- Be responsible for supporting line managers (volunteers and staff) in the management of volunteers in WAGGGS.
- Ensure proper management of volunteer data for records, analysis and reporting
- Contribute to consider, review, develop and maintain volunteer policies and procedures to ensure that they keep abreast of best practice
- Design the ideal delivery team and identify the required profiles of the team members.
- Deliver the recruitment and induction of your team
- Set the standards and working plans for your team and ensure volunteers know who is overseeing their work, and have clearly defined responsibilities and deliverables.
- Supporting volunteers within the team through their assignment, identify needs within the team and development opportunities.

YOUR WORK OUTLINE first 6 months

Main priorities for now until WoCo, and until end of the year

During the first 6 months priority will be given to ensuring WAGGGS has necessary policies to link strategic and operational level, then we’ll focus on enhancing the volunteer life cycle prioritising recruitment, selection, on boarding and performance appraisal (it looks like almost everything, we know...). In parallel a stream of work will be dedicated to ensure transparent communication with our MOs about our work. To be able to continuing improving we’ll also put in place a monitoring and Evaluation framework for volunteers resource management in WAGGGSS.

EXPECTED COMMITMENT
- Has reliable access to the internet and the ability to work long distance.
- To take part in regular calls with the Volunteer Management Team
- Time commitment will depend on the amount of work and the strength of the team. Estimated 3-5 hours per week between March to July 2020 and as per needed for the rest of the term
- Is open-minded and willing to try new things.
- Commits to consciously practice the WAGGGS leadership model
- Can work effectively and flexibly in a highly diverse environment.
- Has strong & persistent communication skills and can clearly communicate actions, ideas & values.
- Has reporting skills and the willingness to provide regular feedback to the team.
- Is accustomed to adapt methods to reflect different cultures/expectations.
- Understands diversity and that ‘one size does not fit all’ (regions, sub-regions, MOs)
- Report successes, challenges, progress, and best practices to the Core Mission Manager regularly.
- To be actively engaged in developing/ assessing/piloting new tools;
- To professionally wrap up and hand-over all documents relevant to the project after the assignment is finished;
- Take responsibility for ensuring that all team members are able to participate in the decision-making process
- Take personal responsibility for keeping the sub-teams informed of the business of the volunteer’s management team, reading supporting papers and meeting agreed deadlines.
- Support and maintain a positive attitude and positive approach to the work of the VMTeam
- Model WAGGGS values: Promote collaborative and efficient partnerships between volunteers and staff across the organisation.
- To inform the Core Mission Manager should your time availability change.
- Reflect on personal learnings gained as a volunteer; share key learnings and best practices with the Project Lead
- All materials created through the activities of this group are the property of the World Association of Girl Guides and Girl Scouts unless otherwise agreed
- Declare any possible conflicts of interest

**YOUR SKILLS**

A positive, collaborative, and can-do attitude is required to serve and lead in this high-skilled volunteer role. We’re looking for skilled volunteers with experience in the following areas:

- Specialist / professional knowledge and experience in volunteer management and HR matters in voluntary organisations
- Experience in writing policies and procedures
- Experience (paid or unpaid) of managing or coordinating projects and volunteers
- Good organisational skills and the ability to manage a variety of tasks
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- Knowledge and willingness to use different kinds of online communication channels
- The ability to deal with information in a confidential manner and respond with sensitivity
- Flexibility, creativity, thinking out of the box
- The capacity to inspire and motivate others
- Mentoring skills to a diverse and remote team
- Experience of working across different teams and developing links with other groups.
- Can work effectively and flexibly in a highly diverse environment. Experience in international/multilingual setting;
- Working knowledge of English
• Fluency in one or more of the WAGGGS official languages; English, French, Spanish, Arabic is desirable.

YOUR BENEFITS

• In return for your input as a Volunteer Management Team Lead, you will benefit from the chance to join an international team of staff and volunteers delivering a key piece of WAGGGS Volunteer Management Strategy.
• You will develop new skills and create networks with people from all over the world and all walks of life which may all be beneficial to your personal and professional life.
• There will be checkpoints and measurements to ensure success and you will be supported with tools, resources and training; and opportunities for personal development.
• Upon request we can offer you professional recognition such as a reference-quote on your CV/LinkedIn profile and last but not least, we won’t fail to boost your Feel Good Factor.

This role is offered within the wider framework of the WAGGGS Volunteer Network. It is your responsibility to take the necessary steps to become a member of the network and this position is offered with the network’s additional Terms of Reference – incl. the compulsory MO endorsement of your application and a 14-day grace period for your MO to raise any concerns.

REVIEW

The Volunteer Management Team Lead terms of reference and effectiveness will be reviewed in February 2021.

Want to become our Volunteer Lead for this project? Apply by 16th of March, selection will be done on a rolling base each week. Please send a cover letter or a video of maximum 3 minutes explaining why you would like to serve WAGGGS in this role and why you think you will be good at it, if you want you can attach a cv outlining relevant experience. You can send a link to the video (we transfer, or a link to a Google drive folder, etc..) with your application to manuela.capraro@wagggs.org

Questions? Email, Core Mission Manager, Manuela Capraro at Manuela.Capraro@wagggs.org