

Job Description

People Officer (Volunteering & Engagement)

Part time (22 to 28 hour per week)

About Cyrenians

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

Compassion Respect Integrity Innovation

[Read more about us and our values](#)

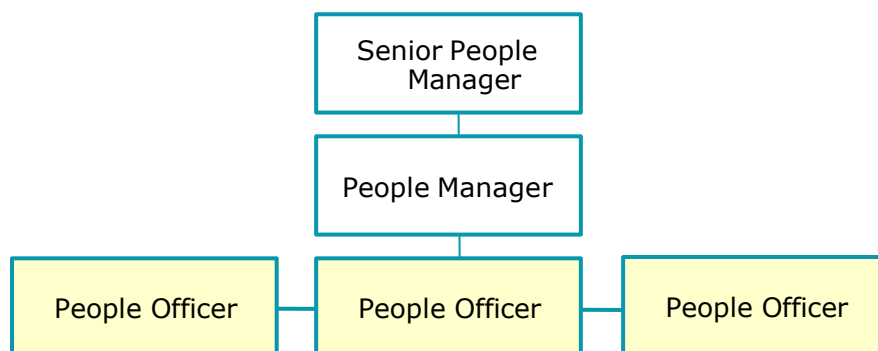
About the post

This post sits in the Cyrenians People team, within the Corporate Services function. We support the organisation's 60+ services, 200 staff and 300+ regular volunteers in our key areas of:

- Volunteering
- Learning
- HR
- Engagement

The People team work closely together across these areas to achieve the objectives of our People Strategy. Each People Officer has lead responsibilities within 1-2 of our key areas, and also contributes to / supports the other areas.

This role will be the lead on our Volunteering function and wider staff engagement activities.



Key responsibilities

Volunteering (lead)

- Develop and manage processes, learning and evaluation which ensure a positive volunteer experience.
- Contribute expertise and coordinate feedback to support the development of Cyrenians Volunteering strategy
- Develop and provide in-person and online learning and support to ensure staff can effectively recruit, onboard and manage volunteers.
- Build excellent working relationships across Cyrenians to understand their specific volunteering needs, challenges and opportunities, including creating opportunities to bring together Volunteer Managers across Cyrenians.
- Manage and support volunteer recruitment; particularly where services are without dedicated Volunteering staff, including:
 - Advertising and promoting volunteer roles
 - Managing references
 - Coordinating PVG applications
- Identify and implement processes to engage volunteers from a wide range of backgrounds and abilities, to develop a diverse volunteering culture.
- Develop and maintain volunteer systems and data and engage staff in updating these.
- Provide accurate data and narrative to reporting.
- Manage volunteer inbox; dealing with general enquiries and initial applications.
- With support from the People Manager, investigate and respond to volunteer complaints.
- Lead on volunteer recognition activities alongside Volunteer Managers.
- Build relationships with other organisations with strong volunteering cultures to share good practice.

Engagement (lead)

- Create engaging staff and volunteer communications including: People Team updates, Learning Updates, Volunteer newsletters and adhoc People presentations and updates.
- Design and develop reports, using data, narrative and graphics to achieve engagement.
- Lead the planning and delivery of the annual staff conference.
- Deliver adhoc training and presentations on own areas of responsibility.
- Develop, communicate, deliver and report engagingly on staff and volunteer surveys.
- Plan, monitor progress and reports on working groups such as Trauma-informed Practice and Diversity and Inclusion.
- Support the 2024 Safeguarding Review by monitoring progress, coordinating documentation and engaging with staff across Cyrenians to drive buy-in.

Learning and development

Contribute and provide support to:

- Cyrenians central learning programme, identifying gaps, sourcing and managing providers, agreeing and developing content, and booking venues and related logistics.
- The learning evaluation process: analysing feedback to share, identifying areas for improvement, and handling complaints.
- Ways to improve learning exchange across Cyrenians.
- Progress against the Learning strategy.

- Our in-house eLearning platform (CELIA), including:
 - Developing, assigning and evaluating learning pathways
- Develop and implement new learning opportunities,

HR

Contribute and provide support to:

- Staff recruitment and onboarding, ensuring an efficient, positive experience for all managers and new starts.
- The People Team inbox and queries.
- People systems, policies and practices to identify opportunities for improving organisational, financial and environmental efficiency.
- In conjunction with the People Manager, reviewing HR policies
- People projects and initiatives in line with the People Strategy.
- The maintenance of HR and eLearning systems.
- Reporting, including equal opportunities, social impact, and turnover.

Person Specification

Knowledge, skills and experience
Workload management: <ul style="list-style-type: none"> • Efficient organisational skills to prioritise a busy, varied workload effectively • Proactive attitude to delivering results and solving problems
Communication skills: <ul style="list-style-type: none"> • Creative digital communication skills • Engaging, approachable interpersonal skills • Able to adapt style for audience
Volunteering: <ul style="list-style-type: none"> • Managing, coordinating or engaging with volunteers.
Reporting skills: <ul style="list-style-type: none"> • Able to present data and narrative in an engaging manner.
Project or event management: <ul style="list-style-type: none"> • Excellent attention to detail • Strong planning and monitoring skills

Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	People Manager
<u>Workplace:</u>	Cyrenians head office in Edinburgh
<u>Working Hours:</u>	22 to 28 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£28,759 - £31,595 pro rata (scale points 25-28). This equates to: £17,099 per annum for a 22-hour week, or £21,763 per annum for a 28-hour week at SCP25
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG membership required

Closing date 12 noon on Tuesday 10th September 2024

Interviews will be held on Friday 20th September 2024

Please refer to our Recruitment information document for details on how to apply.