

Job Description

- Job Title:** Volunteer Officer (Groups and Branches)
- Job Location:** Birmingham based with some flexibility available.
Some travel expected, alongside regular evening work required.
- Responsible To:** Volunteer Manager

Job purpose

This role serves as a liaison for the BDA's specialist group, sub-group and branch volunteer communities. Working closely with colleagues across the BDA, the role ensures a high level of support, maintenance and development of the organisation's member led networks.

The role supports the work of the membership, marketing and communications team to coordinate activity and projects that promote the work of member volunteers and the wider volunteer programme.

In collaboration with the Volunteer Manager, the role supports and coordinates volunteer activity, providing advice, training and guidance to member volunteers as required. It is also responsible for developing, maintaining and managing strong relationships with stakeholders to drive engagement and enhance services for members.

The role acts as essential support to colleagues and works effectively across the MMC team and the wider organisation.

Job context

The British Dietetic Association, founded in 1936, is the professional association and trade union for registered dietitians in Great Britain and Northern Ireland. It is the largest organisation of food and nutrition professionals with almost 10,000 members.

The Membership, Marketing and Communications Team delivers and maintains responsive member services and excellent communications to engage with our membership community in person and through both digital and print media. The organisation has a motivated and engaged network of high-performing member volunteers within our specialist groups and branches and a well-established volunteer programme, which we wish to continue to grow and develop.

All staff uphold the values of the Association (Professional, Dynamic, and Innovative) and represent the profession and the Association to stakeholders

Key areas of responsibility

Volunteer support and coordination

- Act as an internal contact for BDA specialist groups, sub-groups and branches, liaising with colleagues across the BDA to ensure the effective delivery of volunteer services.

- Serve as a main point of contact for the BDA's regional branch network, which provides CPD and networking opportunities for members and other attendees at a local level.
- Provide advice, support and guidance to BDA specialist group and branch volunteers as required.
- Work with the events team to support the delivery of group and branch meetings and events (in-person and virtual), ensuring appropriate technical support and platforms are in place.
- Work collaboratively across BDA staff teams, specialist groups and branches to ensure members receive high-quality services, resources, events and information through appropriate communication channels.
- Support volunteer recruitment activity and deliver inductions for volunteers.
- Maintain regular and proactive engagement with committee leaders to strengthen links between volunteers, the BDA office team and other groups or branches.
- Attend group and branch meetings and events as required, representing the BDA.
- Build strong internal relationships to stay informed of policy, practice, education developments and key organisational priorities, helping to align volunteer activity with wider BDA work.
- Work with the Volunteer Team to ensure groups and branches operate within BDA policies, governance, financial and legal frameworks, and are supported to meet governance requirements.
- Support groups and branches to develop relationships with relevant internal and external stakeholders.

Resource, governance and development

- Work with the Volunteer Team and wider BDA team to develop and deliver new services, benefits and resources for the group and branch network.
- Support the identification, development and delivery of education and continuing professional development opportunities for member volunteers.
- Apply volunteering best practice to develop, review and maintain policies, guidance and tools related to volunteering.
- Support the Events and Volunteer Teams to deliver the BDA's annual volunteer support day.
- Assist the Volunteer Team in providing governance advice and support to member volunteers, including developing and maintaining effective processes.

Communications

- Manage, and support the wider membership, marketing and communication team, to deliver volunteer communications channels by:
 - Developing and coordinating content, opportunities and contributions for our regular Volunteer newsletter.
 - Facilitate regular volunteer networking.
 - Update content and develop content for the volunteer hub.
 - Develop and coordinate content relating to volunteers, groups and branches for social media.
 - Support internal communications and updates.
 - Manage the volunteer inbox and responding to member queries as required.

General

- Act as an effective member of the Membership, Marketing and Communications team, contributing to team-wide campaigns and projects.
- Contribute to BDA office projects that support the organisation's strategic and business plans.
- Travel as required to meet members, volunteers and other stakeholders.
- Undertake other duties as required.
- Comply with all relevant BDA policies and procedures.

Role Dimensions

Knowledge

This role requires specialist, advanced experience and knowledge, with a thorough understanding of volunteer management, governance and engagement, all of which are essential to the successful delivery of the role. It also requires advanced knowledge of BDA policies, governance and financial frameworks, alongside a strong understanding of the legal frameworks relating to volunteering.

Work Complexity and Judgement

This role supports the delivery of work across multiple business functions by communicating group and branch activity and initiatives. The work requires discretion, tact, strong interpersonal skills and effective stakeholder engagement. The role often involves managing complex situations and exercising sound judgement, frequently at short notice and in the presence of members, with issues and queries escalated to the Volunteer Manager as appropriate.

Impact on reputational risk

This role involves working closely with volunteers, members and internal stakeholders, representing the BDA in a professional manner. The postholder is expected to build and maintain appropriate internal relationships at all levels, managing the organisation's reputation and exercising sound judgement in assessing and mitigating risk.

People management and leadership

This role is responsible for coordinating and supervising volunteers and plays a pivotal role in managing staff engagement with the volunteer network.

Person Specification

Category	Essential	Desirable
Skills	<ul style="list-style-type: none">• Demonstrable, excellent written and oral communication skills• Ability to communicate confidently in a variety of medium• Excellent interpersonal and stakeholder management skills, with the ability to influence, persuade and motivate at all levels• Excellent tact, diplomacy and influencing skills• Ability to prioritise and manage busy workload• Ability to work under pressure and to deadlines• Ability to act on own initiative, prioritise work streams and problem solve as well as work effectively as part of a team• Must be highly pro-active and have a 'can-do' attitude• High attention to detail• Willingness to be flexible with work schedule to participate in	<ul style="list-style-type: none">• Excellent writing/copywriting skills: must have a high standard of grammar and be able to write clearly and concisely

	<p>weekend and/or evening work as needed and the ability to travel frequently throughout the UK</p> <ul style="list-style-type: none"> • Knowledge and willingness to learn a variety of platforms to manage volunteer experience inc. basecamp, slack, social media and event platforms etc 	
Experience	<ul style="list-style-type: none"> • Experience of working in a professional association / charity / member association • Experience of working with and providing support and guidance to volunteers and stakeholders • Experience of providing member/volunteer/committee leadership and development • Experience of developing content and producing e-newsletters • Experience of producing accurate documents, guidance and processes to support volunteers • Working using own initiative with demonstrable outcomes. 	<ul style="list-style-type: none"> • Experience of working with boards and committees • Experience of working with a Customer Relation Management System (CRM) • Experience working with a Content management system • Experience in the health sector • Experience of not-for-profit/ membership organisations • Commitment to one's own professional development
Knowledge	<ul style="list-style-type: none"> • High standard of written and verbal communication • Experience of developing and managing volunteer communities, guidance and resources • Understanding of board and committee governance structures and systems 	<ul style="list-style-type: none"> • Degree level qualification • Knowledge of the health sector and specifically the dietetic profession • Understanding of board and committee governance structures and systems • Experience of providing customer/member service

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.