



Personal Specification

Retail Volunteering Development & Strategy Lead

Experience

Essential

- Experience of developing or contributing to volunteer programmes, ideally within a retail, charity or community setting
- Experience of analysing data and using insights to inform improvements and decision-making
- Experience of developing frameworks, tools, guidance or resources to support others in delivering services
- Experience of working collaboratively across teams to influence practice and improve outcomes
- Experience of supporting or advising managers on people-related matters (e.g. engagement, retention, development)

Desirable

- Experience working in charity retail
- Experience working alongside a central volunteering or HR function
- Experience of delivering training or facilitating workshops

Knowledge

Essential

- Understanding of volunteer engagement, retention and best practice in volunteer management
- Awareness of the role volunteers play within a charity income-generating environment
- Understanding of the importance of data, insight and continuous improvement

- Knowledge of relevant compliance areas, including safeguarding, equality, diversity and data protection

Desirable

- Awareness of current trends in volunteering, including flexible or non-traditional models
- Knowledge of partnership working with education providers or community organisations

Skills

Essential

- Strong analytical skills, with the ability to interpret data and translate this into practical recommendations
- Ability to develop clear, practical frameworks, toolkits and guidance for operational teams
- Excellent communication skills, with the ability to engage and influence a wide range of stakeholders
- Strong relationship-building skills, working effectively across teams and with external partners
- Ability to plan and prioritise work, managing multiple initiatives at pace
- Confident IT skills, including ability to work with data and reporting tools

Desirable

- Coaching or facilitation skills
- Presentation and training delivery skills

Personal Attributes

Essential

- A collaborative and enabling approach, focused on supporting others to succeed
- Proactive, solution-focused and able to identify opportunities for improvement
- Flexible and adaptable, responding to changing service needs
- Passionate about the contribution of volunteers and the Hospice's mission
- Professional, credible and confident working across all levels of the organisation