

Position Description

Job title:	Volunteer Manager
Team:	People & Culture
Reporting to:	Executive Manager, People & Culture

About the organisation:

The Royal Agricultural Society of Victoria (RASV) enables communities to celebrate their passion and celebrates excellence in Victorian agricultural produce through world-class programs and events connecting industry with consumer.

About this role:

The key objectives of this position are to deliver and maintain an exemplary and diverse volunteer program that supports RASV awards programs and events including the Royal Melbourne Show and a range of Epicure events conducted throughout the year.

The Volunteer Manager will work collaboratively with staff and volunteer program partners (corporates, educational institutions, agricultural competition communities) to provide effective planning, implementation and evaluation of volunteer programs and services (including recruitment and selection, induction and training, recognition and rewards and program evaluation) to ensure that both the RASV's and volunteers' needs are being met.

The position will also provide governance administration support for all RASV's competition Committees.

Key responsibilities:

- Ensure that RASV's Committees framework is implemented and maintained, providing administrative and management support as well as guidance and training when required
- Assist with People & Culture projects by providing support, reporting, training or other assistance as required
- Deliver, maintain and continuously improve the RASV volunteer programs
- Assesses organisational needs to determine number and range of volunteers needed for particular events or projects, including identifying and developing new volunteer roles
- Regularly review existing and develop new role descriptions, where appropriate for all volunteer roles in consultation with staff
- Provide overall coordination and support to RASV staff directly supervising volunteers
- Creatively and strategically recruit and select volunteers (and where appropriate assist staff with selection of volunteers)
- Develop and implement Volunteer Communications and Marketing Plan
- Develop and implement induction and training programs for volunteers to ensure they are prepared to be successful in their roles and to increase their understanding of the RASV, their roles and responsibilities of volunteers
- Provide ongoing support and supervision for volunteers and where appropriate assist staff responsible for volunteers in specific events to plan and manage the day-to-day volunteer operations to ensure meaningful and rewarding volunteer experiences and smooth running of all volunteer activities
- Champion administration systems integration
- Foster and maintain a positive culture for volunteers and ensure volunteers are well integrated into our team
- Provide volunteers with feedback and references
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations

Position Description

- Conduct ongoing evaluations of programs and services delivered by volunteers; including volunteer and staff surveys, preparation of annual program reports and recommendations for improvements as required
- Develop, implement and maintain a Volunteer database that captures service and historical data
- Review and improve the Reward and Recognition program for all RASV Volunteers
- Annually facilitate the RASV Distinguished Award program
- Administer and monitor expenditures for volunteer programs against the approved budget

Key competencies of the role:

- Volunteer experience at large events and proven capability to manage the pace of the industry
- Demonstrated training experience and preferably relevant training qualifications (Cert IV)
- Project management mastery, including a proven ability to strategically design and successfully deliver and evaluate projects on-time and within budget to a high standard
- Strong business management and administrative skills, including well-developed presentation and written report writing skills, and familiarity with CRM, Better Impact and Microsoft office suite
- Experience in developing and successfully delivering large, high quality and flexible volunteer programs that meets the needs of volunteers and the organisation
- Knowledge and understanding of the not-for-profit environment and current trends, resources and information related to volunteering
- Demonstrated research, analytical and strategic thinking skills
- Excellent organisational skills and attention to detail
- Results oriented attitude, with a strong focus on continuous improvement & quality control
- High level conceptual and analytical skills, with the ability to think laterally and creatively
- Sound and accurate judgment, confident problem solving and decision making skills
- Strong leadership skills including coaching, mentoring, facilitating and training
- Strong relationship building and management skills with an open, credible and engaging demeanour and demonstrated ability to develop a unified team spirit and be an agent for cultural change
- Highly developed stakeholder engagement and interpersonal communication and negotiation skills
- Ability to work as a team member within the ethos and values of the RASV, while also able to work independently with little supervision or management

Organisation compliance:

- All employees are required to have and maintain a current Working with Children Check
- Be available to work the 11 days of the Royal Melbourne Show
- Work additional hours in the lead up and during events as required
- Adhere to RASV's Code of Conduct, policies and Values