

JOB PROFILE

Basic Details	
Job Title: Volunteer Officer	Contract type: Permanent
Salary: £25,500	Hours: Full Time (35 hours per week). Requirement to work outside of regular office hours occasionally, as required, with time off in lieu. We are happy to discuss flexible working.
Key benefits: Leave: 25 days per year (rising to 30 with service) + bank holidays. Pension scheme: after probation ends, we offer up to 7.5% employers' contribution to our stakeholder pension scheme. Enhanced sick pay from day one. Great work/life balance through flexible and remote-first working. We also focus on staff wellbeing, training and development and support you with your volunteering . See our benefits list for all other details	Location: Working from home (UK) with occasional attendance at events or meetings across the UK including attending quarterly all staff meetings in London.
<p>The Chartered Institute is proud to be an equal-opportunity employer committed to a diverse and inclusive workplace where we can all be ourselves and succeed on merit. We particularly welcome applications from those who are significantly underrepresented in our sector, such as Black, Asian, people of colour, or from a specific minoritised ethnicity, neurodivergent, oppressed, or marginalised individuals or groups.</p>	
About the Chartered Institute of Fundraising	
<p>The Chartered Institute of Fundraising is the UK's professional membership body for fundraisers, championing excellence, providing professional development and education, and fostering connections across the sector. We're launching a new ten-year strategy to tackle critical challenges like diminishing income, increasing demand for services, and issues such as fundraiser burnout and lack of investment that are impacting charities nationwide. We believe that every fundraiser should feel valued and nurtured.</p> <p>This strategy, unveiled at our recent Convention, focuses on four key pillars with clear five and ten-year targets: attracting, retaining, and nurturing fundraising talent to combat the "revolving door," reframing the narrative to change perceptions of fundraising and drive investment, driving excellent fundraising practice, setting standards, ethics and guidance to build public trust, and fostering a culture that inspires more people to give to reverse declining donor numbers. Our ultimate aim is to double our impact in a decade, ensuring a sustainable future for both fundraisers and charities.</p>	

Role Background

The Volunteer Officer role is crucial in supporting our 35 volunteer-led National, Regional, and Special Interest Groups, which offer events, networking, and support to our members and the wider fundraising community across the UK. You'll be at the forefront of enhancing our volunteer programme, ensuring a smooth, high-quality experience for all our Group and Committee volunteers – from their initial recruitment and onboarding right through to succession planning.

You'll provide essential support to the Volunteering Team, acting as the primary point of contact for all volunteer queries and logistical support for online and in-person events across the UK. Beyond routine administration of the volunteer journey, you'll actively contribute to our strategic volunteer objectives.

Embedding the Chartered Institute's values at the heart of all volunteer support, you will effectively perform your tasks utilising Microsoft Dynamics CRM, MS Teams, Zoom, Eventbrite, Excel, our event delivery platform, Outlook, and Word.

Reporting Structure

Reports to: Volunteering Manager

Job Description

As a Volunteer Officer, you will be pivotal in cultivating an exceptional experience for all Chartered Institute volunteers and directly contributing to the strategic objectives of the Volunteering team.

Volunteer Engagement & Relationship Management

Working with the Director of Operations and the Volunteering Manager to:

- Act as the primary liaison for all Chartered Institute volunteers, delivering excellent customer service and ensuring timely responses across all communication channels.
- Administer the complete volunteer journey, including recruiting, welcoming, onboarding, and signposting new and existing Group committee volunteers.
- Build and maintain strong, collaborative relationships within the volunteer network, regularly engaging with committees (including attending meetings and events as required) to foster a connected and supportive community.
- Collect, review, and report on data and analytics to continuously enhance the volunteer journey and overall program effectiveness.

Operational & Administrative Support

- Optimise and manage all volunteer support systems, ensuring accurate records are maintained across the volunteer database, MS Teams, Volunteer Hub, and other relevant platforms.
- Drive innovation and an evidence-based approach to create and implement new systems to improve existing processes.

- Provide comprehensive administrative and logistical support for online and in-person volunteer events and activities across the UK, coordinating closely with the Events Team for queries and logistics.
- Oversee volunteer activities to ensure full alignment with the Institute's objectives, governance, and policies.
- Provide effective administrative support and training to the Volunteering team and Chartered Institute Group volunteers.
- Booking Chairs' meetings and minute-taking.
- Collaborate with the Volunteering Manager to ensure volunteers have access to essential information, tools, and resources to make their roles and activities a success. Create and update supporting documents, guidelines, and policies that enable an excellent volunteer journey.
- Source, support, and deliver inductions and training for volunteers in collaboration with the Volunteering Manager.
- Keep abreast of sector news and trends.

Financial & Cross-Team Collaboration

- Partner with the Finance team to manage volunteer Treasurer relationships and oversee the processing of Group committee invoices, income and expenditure, quarterly reports, budgets, and expenses.
- Facilitate effective communication across teams, ensuring staff are aware of volunteer network developments and the Volunteering team is informed of projects impacting volunteers.

General

- Undertake any other duties relevant to the role, as requested by your line manager to ensure team effectiveness.

About You

We are seeking an enthusiastic, adaptable, and creative Volunteer Officer to join our busy Volunteering team. This fast-paced role demands excellent customer service skills and the ability to effectively juggle priorities, ensuring our volunteers are always equipped with the information and tools they need to thrive.

We're looking for individual with a strong commitment to the voluntary sector and a genuine passion for empowering volunteers. You should be proactive, solutions-oriented, and ready to take initiative in a dynamic environment.

This is an exciting opportunity for someone seeking a busy and varied role with high impact, offering significant potential to advance their career in volunteer management and broaden their understanding of the charity sector.

Experience & Skills	<ul style="list-style-type: none"> • Proven experience working effectively with a wide range of stakeholders in a customer-facing or engagement-focused environment (essential). • Demonstrable experience using databases and effective data entry, with accuracy and a keen eye for detail (essential). • Highly competent in professional communication via email and telephone (essential). • Proficiency in Microsoft Office Suite, including Word, Excel, Outlook, Teams (essential). • Familiarity with CRM systems (ideally Microsoft Dynamics), Zoom, and Eventbrite (desirable). • Experience in creating or delivering training, workshops, or presentations (desirable). • Experience working with volunteers or in a membership-based organisation (desirable). • Knowledge of basic financial processes (desirable). • An understanding of and/or experience within the charity sector (desirable).
Attributes	<ul style="list-style-type: none"> • A confident, energetic and diplomatic self-starter with exceptional organisational, planning, and problem-solving skills. • Ability to manage a higher capacity workload, use initiative to prioritise effectively, meet deadlines, and thrive under pressure. • Strong collaborative spirit, able to support and work effectively across different teams. • Excellent communication (written and verbal) and interpersonal skills. • A genuine desire and ability to provide outstanding support and customer service. • Commitment to the values of the voluntary sector.
Reflecting Our values	<p>Passionate: Takes immense pride in their work and is driven by a strong desire to achieve success for our mission.</p> <p>Professional: Consistently champions and upholds the highest standards, operating with unwavering integrity and ethical conduct.</p> <p>Enabling: Proactively supports others, feels empowered to take ownership, identifies effective solutions, makes sound decisions, and collaborates seamlessly across teams.</p> <p>Enterprising: Demonstrates an openness to explore new solutions and is deeply committed to excelling in all areas of their work.</p> <p>Respectful: Acts with honesty and fairness, consistently treating all individuals with consideration, dignity, and respect.</p>
Circumstances	<p>Able to work outside office hours on occasion.</p>

If you would like to discuss access requirements or have any questions about the role please contact us directly.

How to apply

Please apply using our application form and send this to hr@ciof.org.uk. This will be redacted for anonymity and the interview panel will not see any identifying information.

Your application will **not** be considered if you submit a CV and supporting statement.

All candidates are also requested to complete our [EDI monitoring form](#) and return it along with the application. The form will be used for monitoring purposes only.

Any queries should be addressed to hr@ciof.org.uk.

Closing date for applications is 15 July 2025 although we reserve the right to close the position early.

Please note that the interviews will take place via Microsoft Teams/Zoom.

Please visit our Careers page on our website to read the full job description: <https://ciof.org.uk/about-us/work-for-us>