

Kent County Council

Job Description: *Volunteer and Apprentice Warden Scheme Manager*

Directorate: Growth, Environment and Transport
Unit/Section: Community Safety / Public Protection
Location: Invicta House and Maidstone Fire Station (Loose Road)
Grade: KR9
Responsible to: Head of Community Safety

Purpose of the Job:

To manage, develop and support all new and existing volunteers, apprentices and related programmes.

Development of the volunteer scheme to incorporate changes for improvement. Establishment and development of a new apprenticeship scheme within the Community Warden Service.

Main duties and responsibilities:

- Planning, development and implementation of improvements to the Volunteer scheme.
- Planning, development and implementation of a new apprenticeship scheme for the Warden Service. (Including the successful progression through the apprenticeship for the first cohort.)
- To ensure that all Community Warden Service volunteering is managed consistently, taking into account the individual needs of the service. This will include volunteer evaluation and identifying the need for DBS checks and Certificates of Good Conduct.
- To manage Community Warden apprentices and support them in the completion of their apprenticeship.
- Work with the Area Managers, Practice Development Officer and Head of Service to maximise funding opportunities, implement policy changes, deliver efficiencies and form strategic partnerships.
- Work with internal and external partners to develop the volunteering and apprenticeship schemes. (Including but not limited to: Parish Councils, Libraries, Registration and Archive Service and Kent Police.)
- To provide training and development activities to improve staff skills and knowledge in the recruitment, deployment, retention, supervision and training of volunteers.
- Engage with staff across the Community Warden Service (and the wider group and division, working with the Public Protection Volunteer & Additional Workers Officer) to develop and promote volunteering activities.

- Ensure CWS volunteering activities and services are managed in line with Kent County Council's volunteering programme and that CWS volunteering programme targets are in line with commissioning outcomes.
- Be responsible for delivering services that comply with equality policy, procedure and legislation including data protection.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with customers in a friendly, helpful manner; contributing to public involvement and achieving the best possible experience for the customer.
- To undertake any other duties commensurate with the function and responsibilities of this post.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Volunteer and Apprentice Warden Scheme Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to A-Level standard (or equivalent)• Hold Kent Manager Standard or a relevant management qualification, or can demonstrate equivalent depth of knowledge/experience.
EXPERIENCE	<ul style="list-style-type: none">• Experience of developing and managing volunteering programmes and services.• Experience of developing and managing apprentices and apprenticeship schemes.• Experience of presenting management information and other data effectively.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Proven ability to work to tight timescales and meet deadlines and targets.• Excellent presentational and communication skills.• Good report writing skills.• Ability to interpret legislation and provide clear and accurate briefings• Work collaboratively in multi-agency settings.• Flexible approach to team and project work.• Excellent interpersonal skills.• A proactive approach and an ability to balance constantly changing priorities.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the job.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of Better Impact database or similar volunteering database systems.• Knowledge of Local and National volunteering policies and best practice.• Can demonstrate an understanding of Community Safety and the Community Warden Service.• Understands Health and Safety and equality legislation relevant to the role.
BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none">• Open• Invite Contribution and Challenge• Accountable