

Groundwork London Job Description

Job Title:	Volunteering Barnet Project Manager
Responsible to:	Programme Manager, Barnet
Responsible for:	Officers and volunteers as required
Location:	Groundwork London offices in Waterloo and Angel and locations across the London Borough of Barnet

Job Background:

Volunteering Barnet is the accredited volunteer centre in the London Borough of Barnet. Our aim is to unite volunteers and organisations to strengthen the community we support and to promote all aspects of volunteering. Volunteering Barnet is part of the Barnet Together Partnership and the Barnet Together Alliance with Barnet Council. Barnet Together is a collaboration between Inclusion Barnet, Volunteering Barnet, and Young Barnet Foundation. Collaboratively we provide quality training, volunteering support and provide vital resources and advice for Barnet's community organisations.

The Volunteering Barnet Project Manager will be responsible for the management, delivery and monitoring of Volunteering Barnet, will lead the training and capacity building of organisations to build volunteer management best practice in their operations, and work with Barnet Together partners to align our services.

Main Objectives:

- Embed Volunteering Barnet project work into the Barnet Together partnership and build the profile of Volunteering Barnet in the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector, ensuring high quality of service
- Project manage Volunteering Barnet, focusing on aligning planning, delivery and monitoring and evaluation with Barnet's Volunteering Strategy and Barnet Together objectives
- Lead the development and delivery of Volunteering Barnet's training offer to Volunteer Involving Organisations (VIOs), incorporating online and face-to-face training programmes and resource creation
- Line manage and lead the Volunteering Barnet team
- Oversee and support the recruitment and brokerage of volunteers into volunteering opportunities in the London Borough of Barnet
- Lead and keep current volunteer management best practice in line with industry standards and share and implement innovation and best practice solutions for the Service

Key Tasks & Responsibilities:

1. Project strategy and management

- Lead the management, planning and implementation of Volunteering Barnet, including alignment of delivery plan with Barnet's Volunteering Strategy, working with Barnet Together Partners to ensure our work aligns
- Manage project budgets and financial analysis / reporting, ensuring that all systems and processes are adhered to. Utilise Groundwork London PIMS (Project Information Management System) to set, monitor and manage project budgets, according to the administrative and reporting needs of funding bodies

- Design and implement the Volunteering Barnet project monitoring, evaluation and learning framework, including tracking of delivery targets, evaluative data collection and analysis
- Adopt regular team service reviews to assess project performance. Lead project forward planning to respond to changing priorities, evaluation data analysis and the Barnet Together strategy
- Oversee the project staff team, including division of responsibilities and tasks
- Support the Barnet Programme Manager to manage client / funder relationships, including meeting attendance where required, collating impact data and drafting funder reports
- Ensure GDPR data management procedures are adopted for all personal and sensitive data collection and sharing

2. Service delivery

- Lead the management, planning and implementation of Volunteering Barnet, including the following work streams:
 - Barnet Volunteering Strategy implementation
 - Volunteer outreach
 - Volunteer registration to placement
 - Volunteer opportunities development (diversity)
 - Volunteer recognition
- Develop and deliver the Volunteering Barnet VIO training and capacity building work-stream:
 - Develop and facilitate Volunteering Barnet's training offer for VIOs to reflect industry best practise, incorporating online and face-to-face training options
 - Prepare training resources and templates linked to training and volunteer management best practise
 - Oversee and support the delivery of one-to-one VIO volunteer management capacity building training
- Oversee and support the recruitment and brokerage of volunteers into volunteering opportunities in the London Borough of Barnet. Support team members to deliver:
 - Volunteer registration follow up processes
 - Coordinate project communication channels, including phone, email and face to face delivery
 - Data administration tasks
 - Ensure service response times are met by delivering procedures for registration of volunteers, volunteer opportunities, organisations, and volunteer groups
- Ensure high quality delivery of all services offered by Volunteering Barnet
- Manage and coordinate the use of the Volunteering Barnet online brokerage platform
- Embed innovation and industry best practise into the Volunteer Barnet delivery plan
- Lead and coordinate the team to deliver volunteer recognition activities
- Oversee Volunteering Barnet communications and campaigns, such as Volunteers' Week
- Oversee project communication channels, including website, email and telephone. Work with Communications Officer to design and deliver service communications, including web, social media, printed media and newsletter content
- Ensure good practice in the Health & Safety and wellbeing of staff, participants and volunteers involved in the programme

3. Partnership working

- Actively contribute to the Barnet Together Partnership. Align Volunteering Barnet with wider Barnet Together delivery teams
- Attend and represent Volunteering Barnet and other contracts at relevant Barnet Together meetings and events
- Attend selected Barnet strategic groups to represent and build the profile of Volunteering Barnet and other contracts
- Develop working pathways between services and Barnet Together Partners, The Barnet Together Alliance and contribute to Barnet Together planning across the year
- Working with the Barnet Programme Manager, ensure the whole team understand, represent and promote Volunteering Barnet and Barnet Together at events and meetings across the borough and promote wider Groundwork projects
- Lead and maintain the development of new Partnerships with the voluntary and community sector
- Lead the Barnet Liaison group meetings and work streams
- Provide support in attendance at service industry meetings, such as the London Plus Volunteer Centre Network meetings and NCVO meetings

4. Recruitment and management of staff

- Provide assistance in the recruitment of staff and volunteers
- Line-manage team members and volunteers, developing and monitoring the performance and capacity of staff

5. Organisational development

- Facilitate the sharing of best practice across the Volunteer Services' team
- Attend Groundwork London Volunteer Management Advisory Group
- Contribute to the Groundwork Barnet internal working group to ensure strong communication and referral pathways between teams
- Support Groundwork Community Operations Manager in ensuring volunteer management best practise is adopted across the organisation
- Inform and support Groundwork London volunteer management policy, and assist in maintaining, Volunteer Centre and Investors in Volunteers' accreditations
- Support the development of new projects and/or services by actively identifying development opportunities, and taking the initiative in developing new projects and/or services in liaison with the public, private, voluntary and community sectors

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Executive Team
- Work with due regard for Groundwork's core values and objectives
- Ensure the effective implementation of and adherence to, the Trust's Quality, Diversity, Equal Opportunities and Health and Safety policies and procedures
- All staff, the Board and volunteers will actively support, in their daily operations and duties, Groundwork London's Environmental Management System and carbon reduction
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Personal & Professional Development

- Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff
- Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the Trust's training and development programme

March 2026

HR: 201/1297

Person Specification – Volunteering Barnet, Project Manager

Note to Applicant: When completing your application form, you should demonstrate/evidence your experience, knowledge, skills & education in your application based on this criteria for the post.

Criteria		Essential or Desirable	Application form	Interview	Interview task
1	Proven experience in one of the following fields or related disciplines: community or volunteering	Essential	✓	✓	
2	Experience in the management, coordination and delivery of a range of multi-faceted projects	Essential	✓	✓	
3	Strong team leadership, coordination and person management skills	Essential	✓	✓	
4	Sound understanding of volunteer management policy and best practice, including delivery of training in this topic	Essential	✓	✓	✓
5	Committed to volunteering, with current/previous volunteering experience	Essential	✓	✓	
6	Experience of planning and facilitating group training and/or workshops, including accompanying training resources	Essential	✓	✓	✓
7	Experience of M&E framework design and implementation, including funder reporting	Desirable	✓	✓	
8	Experience working with Voluntary, Community, Faith, Social Enterprise sectors. (Experience working with these sectors in Barnet Desirable)	Essential	✓	✓	
9	Excellent interpersonal, written and oral communication skills	Essential	✓	✓	
10	Proven ability to project manage, plan and deliver projects on time and in budget	Essential	✓	✓	
11	Excellent networking and liaison skills and the ability to develop and maintain a range of partnerships and working relationships with key external stakeholders and partners	Essential	✓	✓	
12	Ability to think ahead, analyse opportunities and propose solutions to challenges	Essential	✓	✓	
13	Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives both individually and as part of the team	Essential	✓	✓	
14	Sound MS Office application, internet, email, social media and experience of working with CRM databases	Essential	✓	✓	
15	Proven ability to provide support, advice, direction and motivation for operational staff, including those who do not report directly to the role	Essential	✓	✓	

Criteria		Essential or Desirable	Application form	Interview	Interview task
16	Lived experience of disability	Desirable	✓	✓	
17	Lived experience / representation of communities underrepresented in volunteering / voluntary experience	Desirable	✓	✓	
18	Knowledge and understanding of General Data Protection Regulations 2018 to manage and store personal and sensitive personal data	Desirable	✓	✓	
19	Commitment to Groundwork London's safeguarding procedure and Equity, diversity and inclusion in practice in the workplace and across communities.	Essential	✓	✓	
20	Willingness and ability to be flexible in work patterns and to fulfil occasional evening and weekend duties	Essential	✓	✓	

Appointment to this role is subject to a check of current unspent convictions through the disclosure & barring Service.