Introduction

Thank you for your interest in joining our team.

We are the Royal National Institute of Blind People (RNIB) and we are here for everyone affected by sight loss. Whether you are losing your sight or you are blind or partially sighted, our practical and emotional support helps someone face the future with confidence.

We are here from the moment someone is diagnosed to help them get on with life. From the day we are needed the most, until the day they are living their life again.

We offer advice on staying in work, using technology to help with everyday tasks, or emotional support to help come to terms with sight loss.

We are working to build a society that views people who are blind and partially sighted as equal citizens, valued members of the workforce and important consumers.

We also aim to explain what sight loss can mean and what different eye conditions are, to help prevent people from losing their sight.

Through our 2014-2019 strategy, we want to reach and support thousands more blind and partially sighted people who most need our help.

Our new Group Head of Volunteering will be a strategic leader within RNIB. This role offers the opportunity to develop innovative skills and strategy; lead an enthusiastic team and make effective decisions to reach our target of creating 12,000 volunteering roles by 2019.

The Group Head of Volunteering will join the small and dynamic People Directorate senior management team and will play a key role in delivering an ambitious strategy of growth and impact for RNIB and those living with a sight problem in the UK.

I look forward to hearing from you.

Corinne Mills
Group Director, People
Who we are

We are a charity and membership body of and for blind people and those with sight problems.

We have been supporting people with sight loss since 1868, when we had our first meeting with just a few people. Today, we are here to support the almost two million people in Britain who are living with sight loss.

We are the largest charity in the UK sight loss and eye health sector with a team of 2000 staff and over 4000 volunteers across the UK.

RNIB Group

We believe we can achieve the most when we work together, which is why we have a rich history of bringing together like-minded organisations into the RNIB Group, including Action for Blind People, Cardiff Institute for the Blind and National Talking Newspapers and Magazines.

Our partnerships aims to make good the confusing picture for blind and partially sighted people, their families, funders and the government.

With more than 700 sight loss charities in the UK our close relationship means that our fundraising and back office functions are more efficient, and we can offer more targeted support without doubling up.

Our Group structure consists of a lead charity; RNIB Group which guides and supports several “delivery charities” whose task is to deliver our Group Strategy. The delivery charities are RNIB Charity, Action for Blind People and our smaller associated charities.

RNIB Group delivers Group Central Resources, People, Fundraising and Engagement to support the delivery charities.

Our ambition

We want to make every day better for everyone affected by sight loss: by being there when people need us, supporting independent living, creating an inclusive society and preventing sight loss.

Our values

What makes us different and keeps us focused:

- Led by blind and partially sighted people: Blind and partially sighted people are at our heart and influence everything we do.
- Collaborative: We work together to make the biggest difference.
- Creative: We understand challenges and find ways to overcome them and move forward.
- Inclusive: We include and value people with diverse experience, abilities and backgrounds.
- Open: We are honest, candid and transparent, challenging ourselves and others.
Our strategy for 2014-2019

Our four strategic priorities set out what we want to achieve by 2019. These priorities guide our decision-making, investment and funding plans, campaigning priorities, partnerships and service delivery and operations.

**Strategic Priority 1:**
Being there – people losing their sight can rebuild their lives.

**Strategic Priority 2:**
Independence – blind and partially sighted people can make the most of their lives.

**Strategic Priority 3:**
Inclusion – society includes blind and partially sighted people as equal citizens and consumers.

**Strategic Priority 4:**
Prevention – fewer people lose their sight.
The outcomes for which we are striving

• Newly diagnosed people have increased emotional well-being, and they, their family and friends have practical support when they need it to rebuild their lives.

• People with sight loss have the skills, tools, confidence and support they need to enhance their choice, control, enjoyment and independence in daily living and make the most of their sight.

• People with sight loss, family and carers maximise their income from benefits.

• People with sight loss are able to get out and about confidently and safely on their own terms.

• People with sight loss are able to make more use of household, digital, communication and entertainment services, products and technologies.

• Learners with a sight problem are able to achieve their potential at school, college and university.

• People with sight loss are able to develop skills to gain and retain work and to volunteer.

• Information about key services, including health and transactions with key service providers are accessible to blind and partially sighted people.

• Fewer people experience significant sight loss.

“I’m a member of Haggeye, RNIB Scotland’s youth forum. We campaign to make services and facilities more accessible as well as give young people a voice. Haggeye gave me the confidence to advocate for myself.”
Tuesday Berry
Role description

Job Title: RNIB Group Head of Volunteering,
Job level cluster: Leadership, Strategy and Direction
Job Level: L2
Group: People
Section: Volunteering
Location: 105 Judd Street, London WC1H 9NE
Hours: 36 per week
Reports to: Group Director, People
Responsible for: Volunteer Development Managers and volunteering team

Purpose of Job
To establish and keep RNIB at the forefront of UK volunteering organisations, providing inspiration and leadership, enabling and supporting all parts of the organisation to successfully engage volunteers in delivering strategic aims.

To influence and shape the role of volunteering across the Group, building capacity and increasing the impact of volunteering on our customers.

To build on the success of the team, implementing and supporting a devolved model of volunteer engagement.

Impact: Role has strategic impact across the organisation, as well as externally, ensuring RNIB is at the forefront of UK volunteering organisations, delivering to the needs of our customers.

Financial responsibility: Responsible for effectively managing Volunteering budget

Decision making responsibility: Required to exercise frequent independent decision making, with critical impact on delivering organisational strategy and ensuring customer needs are met.

Main Tasks
1. To lead on the design and delivery of the Volunteering Strategic Plan enabling all parts of RNIB Group to successfully engage volunteers in the delivery of its strategy.

2. Deliver a step change in the approach to the inclusion and engagement of volunteers across the Group, reviewing activity to ensure it meets the needs of our customers.

3. Deliver a devolved volunteering service, where the recruitment, management and retention of volunteers is fully integrated within the Directorates.
4. To give leadership and strategic direction to the Group's volunteering activities, supporting the development and integration of a devolved model.

5. To promote and enable a positive culture of engagement, that values the work of volunteers, influencing managers across the organisation, ensuring that volunteering is understood and respected.

6. To provide high quality advice and professional support, increasing the impact of volunteering across the Group.

7. To ensure that the volunteer workforce is properly structured to deliver continuous improvement and meet the needs of customers, ensuring that an appropriate range of learning and development opportunities are available for volunteers.

8. Ensure the engagement of managers and staff at all levels to grow the contribution of volunteers across the Group, increasing capability in the management and inclusion of volunteers.

9. Develop strong relationships with key stakeholders to ensure that high standards of customer service are delivered and expert advice provided.

10. To promote diversity and inclusion through a range of volunteering opportunities with and for people who are blind and partially sighted.

11. To be RNIB's authority and central reference point on volunteering, acting as spokesperson on volunteer issues internally and representing People Group externally on Volunteering matters.

12. To devise and implement all policies and procedures, identifying risks for the organisation of non-compliance.

13. To ensure that appropriate systems are in place for gathering management information on volunteers throughout the organisation.

14. To manage the (Group)Volunteering budget ensuring that the budget is used to maximum effect; ensuring any overspends are indentified and remedial action put in place.

15. To provide leadership for the Volunteering Team, providing leadership and development to deliver high quality and professional services and support across the Group.

16. To continue to develop and revise volunteer policies and procedures in line with legal compliance, sector best practise. Ensure volunteer checks, induction development and opportunities are effectively managed and implemented.

17. To write regular internal communications including articles for the RNIB magazine and be responsible for RNIB website and intranet volunteer content.

18. To work with and support colleagues across the People directorate in the provision of appropriate services.

19. Responsible for contributing to overall People Plan as a senior manager in the People Directorate.

20. To undertake the role of counter-signatory for volunteering DBS checks.
21. Other duties as commensurate with the post.

22. To adhere to all RNIB policies and procedures

**Person Specification**

All criteria are essential unless otherwise stated.

1. **Specialist Knowledge and Experience**
   1.1 Substantial experience in leading a Volunteering Service including knowledge of best practice in volunteering, including legal compliance issues.
   1.2 Experience of managing the design and delivery of volunteering led services, including undertaking impact assessments of the services.
   1.3 Knowledge of implementation systems required to manage organisation-wide volunteer data information.
   1.4 Significant experience of initiating and implementing change and delivering organisational plans through others.
   1.5 Experience of building and monitoring budgets.

2. **People management skills/team working skills**
   2.1 Substantial senior management experience to include evaluating, improving and sustaining performance, planning and implementing and managing change.

2.2 A track record in effectively instilling and maintaining a sense of accountability, high performance, self-confidence and ambition in the management and development of staff in a diverse, geographically dispersed team.

2.3 This should include setting objectives, monitoring performance, conducting appraisals and seeking development opportunities for others. Able to provide clear direction.

3. **Planning and organisational skills**
   3.1 Excels in prioritising and scheduling events, activities and resources. Establishes procedures for monitoring progress against plans and objectives. Sets up and monitors appropriate performance measures. Substantial experience of setting, managing and monitoring budgets.
   3.2 Demonstrates a broad strategic view of the issues affecting RNIB Group’s customers and services and an understanding of the implications and impact of these in area of responsibility. Has a focus on delivering high quality customer needs.

4. **Problem solving and creative skills**
   4.1 Enthusiastic and committed, ensuring delivery of objectives. Able to remain calm and in control when challenged or in the face of setbacks.
   4.2 Awareness of own development needs evidenced by continuous professional development and established professional networking.
4.3 Demonstrates tolerance and diplomacy in dealing with differing needs and viewpoints. Experienced in identifying and managing conflict.

4.4 Relevant experience of making high level decisions through evaluating information in a logical manner and making systematic and rational judgements.

5. Communication skills
5.1 Proven ability to produce written communication that is fluent, clear, concise and tailored to intended recipient(s). Able to speak clearly, fluently and in a compelling manner to both individuals and groups; in particular individual members of staff, or groups of staff and/or their representatives, and mangers both collectively and individually.

5.2 Experienced in building alliances and maintaining effective relationships both internal and external. In particular, able to build credibility with staff at all levels. Able to influence, convince and negotiate with others in a way that results in acceptance and agreement.

6. Quality focus
6.1 Ability to demonstrate attention to detail, in order to proof written material, ensuring accuracy and consistency of information.

6.2 Ability to maintain high professional standards and work accurately. Able to demonstrate effective recording and cross-referencing skills to ensure adequate records are kept and that there is a high quality HR service.

7. Equal opportunities
7.1 Ability to understand and demonstrate commitment to RNIB’s Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy. This includes all staff activities and their interface with the general public.

8. Special conditions
8.1 The post holder will be expected to travel throughout the UK and to make occasional overnight stays.

8.2 There will be a requirement to attend some meetings and events out of office hours.

Behaviours
Deliver results
• Inspire and enable commitment to outstanding service.

Engage Customers
• Determine and drive customer outcomes and work across the organisation to deliver customer excellence.
Engage others
• Lead by example in promoting equality and inclusion for all.

Set Direction
• Develop strategies to achieve greater commercial and financial accountability and sustainability.

• Creates a culture of innovation, flexibility and responsiveness. Seeks and encourage ideas, improvements and measured risk taking to deliver better approaches and services.

• Is able to manage complexity, uncertainty and ambiguity of major change. Work with others internally and externally to embrace opportunities and find innovative ways to overcome challenges while maintaining the effectiveness of service delivery.

Lead and inspire
• Creates and leads a culture of high performance and accountability.

• Displays resilience and takes a rational approach.

Personal impact
• Adapts own influencing style according to the audience and context and expertly negotiates in complex situations to achieve successes.
To apply for this rare opportunity please submit your CV and cover letter telling us about your experience to date and how you meet the requirements in our person specification to applications@rnib.org.uk

The closing date for applications is 12 noon on Monday 21 September. First round interviews are planned for Thursday 8 October. Final round interviews will be scheduled for shortly afterwards.

For an informal conversation about the role, please contact Corinne Mills, Group Director, People on 020 7391 2285.

Terms of appointment
The role will be based at RNIB’s office in Judd Street, London with some national travel.

The role attracts a salary of £60,900 rising to £68,067 after one year’s service. We offer an attractive range of benefits including a generous contributory pension scheme, a leave allowance starting at 27 days and rising to 32 days after 5 years service and a variety of other tailored options.

RNIB is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

We are committed to increasing employment opportunities for people with disabilities and will respond positively to meet individual needs throughout the recruitment process.

Once in post, we will ensure that any appropriate reasonable adjustments to our workplace are made, in order to support colleagues with any form of disability.

Thank you

“RNIB has been a tower of strength to me and so caring thank you for your wonderful advice and support.”
Jacqueline Goorwitch