

## Volunteer Lead - Volunteer Engagement & Management Terms of Reference

### **OPPORTUNITY**

WAGGGS (World Association for Girl Guides and Girl Scouts) is a volunteer-led organisation and volunteers are at the heart of our work, enabling us to deliver our mission and vision. As the WAGGGS Global Team includes more volunteers in more operational roles than ever before, it is essential to have a coordinated and proactive approach to volunteer engagement that is aligned with our strategy and ambitions.

The Capacity Building Framework (CBF) is a key piece to better serve and support MOs (Member Organisation) worldwide and within this framework, you will also lead a team that will provide tailored support to current and potential Member Organisations to help build their capacity in areas identified through the Capacity Assessment Tool (CAT)

We are looking for a new Lead Volunteer – Volunteer Engagement and Management who will work in partnership with the staff team to lead the work of the Volunteer Engagement and Management Team (VET), as part of the wider Core Mission team.

### **YOUR ROLE DESCRIPTION**

#### **Together with the staff lead:**

- To provide strategic direction and expertise in the development and engagement of volunteers across the organisation and promote effective working relationships between staff and volunteers.
- Empower WAGGGS to achieve excellence in volunteer recruitment, retention, and development
- Be responsible for supporting line managers (volunteers and staff) in the management of volunteers in WAGGGS.
- Support the members of the WAGGGS Volunteer Network to learn more and take on new roles within WAGGGS
- Contribute to consider, review, develop and maintain volunteer policies and procedures to ensure that they keep abreast of best practice
- Work with the staff team to deliver the operational plan and WAGGGS strategy (Compass 2032)
- work directly on projects that deliver a service to MOs, including framework and process building, resource creation, in-country support and training, or MO specific remote support and training.
- Develop opportunities to support capacity building and learning to MOs on volunteer management and engagement.
- Assist to monitor and evaluate impact of the work of this team. Monitoring the progress of MOs who have requested support
- Prepare progress reports on the work of the team
- Work in collaboration with other Core Mission Leads (Leadership Practice specifically)

## EXPECTED COMMITMENT

- Has reliable access to the internet and the ability to work long distance
- To take part in regular calls with the Volunteer Engagement staff team and the wider Core Mission staff/volunteer team. The lead volunteers meeting is held once a month, and a meeting with the staff member is once every fortnight.
- Time commitment will depend on the amount of work and the strength of the team; the current role holder gives an estimated 3-5 hours per week.
- Is open-minded and willing to try new things.
- Commits to consciously practice the WAGGGS leadership model
- Can work effectively and flexibly in a highly diverse environment.
- Has strong & persistent communication skills and can clearly communicate actions, ideas & values.
- Has reporting skills and the willingness to provide regular feedback to the team.
- Is accustomed to adapting methods to reflect diverse cultures/expectations.
- Understands diversity and that 'one size does not fit all' (regions, sub-regions, MOs)
- Report successes, challenges, progress, and best practices regularly.
- To be actively engaged in developing/ assessing/piloting new tools.
- To professionally wrap up and hand-over all documents relevant to the project after the assignment is finished
- Support and maintain a positive attitude and positive approach to the work of the VET
- Model WAGGGS values: Promote collaborative and efficient partnerships between volunteers and staff across the organisation.
- To inform your staff partner should your time availability change.
- Reflect on personal learnings gained as a volunteer; share key learnings and best practices
- All materials created through the activities of this group are the property of the World Association of Girl Guides and Girl Scouts unless otherwise agreed
- Declare any conflicts of interest

## YOUR SKILLS

A positive, collaborative, and can-do attitude is required to serve and lead in this highly skilled volunteer role. We are looking for a volunteer with experience in the following areas:

- Specialist / professional knowledge and experience in volunteer engagement and development in voluntary organisations
- Online community engagement – you will manage the managers of volunteers group on Campfire
- Understanding of learning design and WAGGGS approach to facilitation
- Understanding of the GG/GS Leadership model
- Experience (paid or unpaid) of managing or coordinating projects and volunteers
- Good organisational skills and the ability to manage a variety of tasks
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- Knowledge and willingness to use various kinds of online communication channels
- The ability to deal with information in a confidential manner and respond with sensitivity
- Flexibility, creativity, thinking out of the box
- The capacity to inspire and motivate others
- Mentoring skills to a diverse and remote team
- Experience of working across different teams and developing links with other groups.
- Can work effectively and flexibly in a highly diverse environment. Experience in international/ multilingual setting.
- Working knowledge of English
- Fluency in one or more of the WAGGGS official languages; English, French, Spanish, Arabic is desirable.

## **YOUR BENEFITS**

- In return for your input as a Volunteer Engagement Lead Volunteer and a Capacity Building Expert, you will benefit from the chance to join an international team of staff and volunteers delivering a key piece of WAGGGS strategy and making a difference to the lives of girls and young women around the globe.
- You will develop new skills and create networks with people from all over the world and all walks of life which may all be beneficial to your personal and professional life.
- There will be checkpoints and measurements to ensure success and you will be supported with tools, resources, and training, and opportunities for personal development.
- Upon request we can offer you professional recognition such as a reference/quote on your CV/LinkedIn profile and finally, we will not fail to boost your Feel-Good Factor.

This role is offered within the wider framework of the WAGGGS Volunteer Network. It is your responsibility to take the necessary steps to become a member of the network and this position is offered with the network's additional Terms of Reference –including the compulsory MO (Member Organisation) endorsement of your application and a 14-day grace period for your MO to raise any concerns.

## **REVIEW**

The Volunteer Engagement Lead Volunteer mandate runs for one year from January 2023 to January 2024.