

Job description

Job title: Volunteer Support Officer - Recruitment

Team: Volunteer and Group Support Team

Department: Services

Job Location: Andover or home-based

Reports to: Volunteer and Group Support Manager

Number of direct reports: 0

Number of volunteer reports: 0

Salary: £29,000 - £32,000 per annum

Level of disclosure check required and related workforce:

Basic

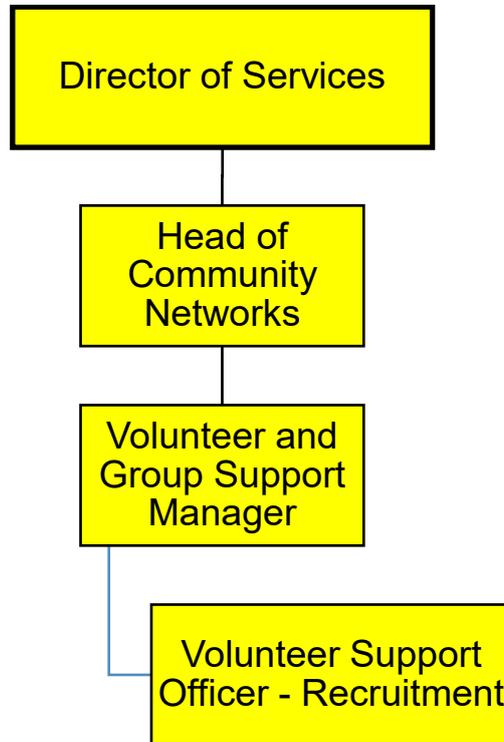
Overall purpose

Macular disease is the biggest cause of sight loss in the UK, with around 300 people diagnosed every day. The Macular Society is the only charity determined to beat the fear and isolation of macular disease with world class research, and the best advice and support.

To support people affected by macular disease now, the Macular Society provides a range of support, information and services. Our research programme is focused on finding new treatments and a cure to Beat Macular Disease forever.

The Volunteer and Group Support team are responsible for all day-to-day support to our volunteers, within our local groups and our wider services. Including the recruitment of new volunteers and responding to requests for support and advice from existing volunteers.

Organisational chart



The Director of Services oversees the Head of Community Networks, who is responsible for leading the Community Networks team. The Volunteer and Group Support Manager reports to the Head of Community Networks and manages the Volunteer Support Officer - Recruitment.

Our values

We will beat macular disease by...



- Making It Happen - we are Ambitious
- Showing We Care - we are Supportive and Caring
- Knowing Our Stuff - we have Integrity and we act Honestly

Key accountabilities of the role:

- Develop and implement a volunteer recruitment plan that assess the requirements for volunteers in each department and across various teams.
- Recruit new volunteers, through advertising and events
- Manage the end-to-end process for volunteers, including onboarding and offboarding, ensuring all processes are compliant with safeguarding and data protection requirements.
- Maintain the database and other records.
- Work with the Volunteer Communication and Learning Officer to develop and manage regular communication channels to all volunteers to ensure they have up to date information and are fully informed.
- Ensuring that volunteer applications to Macular Society are dealt with in a timely manner and followed up to ensure that they are being supported and given an appropriate role to suit their skills and needs.
- Work with others to demonstrate and communicate the impact that volunteering can have for volunteers and for those who the charity supports.
- Promote inclusive and accessible recruitment practices to ensure volunteering opportunities are open to a diverse range of people.

Specifically for this role, you will have:

Knowing Our Stuff

- Good working knowledge of administration processes, ideally within a volunteer or community-based setting.
- Familiarity with onboarding, safeguarding, or recruitment procedures.
- Ability to use systems, databases, and digital tools confidently (e.g. Word, Excel, Outlook).
- Keen attention to detail, ensuring accurate and consistent information is shared and recorded.

- Willingness to learn and keep up to date with policies and procedures relevant to volunteer support.

Making It Happen

- Evidence of success in recruiting and supporting volunteers
- Organised and efficient, with the ability to manage competing priorities and respond quickly to queries.
- Confident in managing inboxes and phone lines to support volunteers with timely, practical advice.
- Supports advertising and promotion of volunteer opportunities through various channels.
- Able to work both independently and collaboratively across teams to support wider organisational goals.
- Takes ownership of tasks and contributes ideas for improving processes and volunteer experience.
- Ability to work independently under own initiative and cooperatively as part of a team
- Ability to multitask and prioritise multiple projects and work streams.
- Strong IT skills including Word, Excel, PowerPoint, Outlook.

Showing We Care

- Provides a warm, respectful, and inclusive experience to every volunteer.
- Listens actively and responds with empathy to support volunteers effectively.
- Builds trusting relationships and communicates with kindness and professionalism.
- Understand the importance of belonging, recognition, and connection in the volunteer experience.
- Acts with integrity and supports a culture where all volunteers feel welcome and valued.

Eligibility to work in the UK:

Proof of identity and eligibility to work in the UK.

Volunteering:

From time to time you may be asked to support/volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.

Travel:

You will be expected to travel and to attend occasional events at the Andover office.

Safeguarding:

The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

You are required to carry out other such duties as may reasonably be required, relevant to the role.

This job description is accurate as of the date shown below. The Macular Society may vary it in consultation with you to reflect or anticipate changes in or to the role.

Annual leave: 27 days plus bank holidays (pro rata for part time)

Based: Andover/Hybrid/Remote

Contract Type: Permanent - part time

Date of evaluation: Oct 2025