

Volunteering and Engagement Officer



Working better together
for our residents

Corporate Affairs team

What's it all about

This is an exciting time to be part of NHG's transformation. We are one of London's larger housing associations, providing social and affordable homes for more than 130,000 people who would otherwise struggle to afford them. This role is part of the corporate affairs function, whose mission is to develop reputation, support and drive change and transformation, and navigate incidents and crisis. We are here to tell NHG's story as a purpose-driven organisation making a significant contribution to address the UK's housing crisis.

As Volunteering and Engagement Officer, you will develop, coordinate, and manage our colleague volunteering programme, and you will support wider colleague engagement activities and events, including the annual NHG colleague conference. Your focus will be on creating and sustaining a dynamic volunteer network that supports and enhances the lives of our residents and the broader community by delivering innovative projects, working with external partners and key internal stakeholders across NHG, with a particular focus on our Residents First approach.

How you'll make a difference

You will develop and lead the delivery of a colleague volunteering programme that connects NHG's people with our residents. The programme will contribute to us becoming a truly resident-focussed business.

You'll deliver a volunteering programme which aims to break down the barriers between our employees, particularly those not on the frontline, and residents while providing social value and delivering improvements within our portfolio.

You'll play a broader role in our employee engagement activities, in particular at the annual colleague conference.

You'll work collaboratively across the business, working especially closely with the Operations, Social Value and Resident Engagement and Involvement teams to ensure our volunteer

programme brings our people closer to our residents, and delivers benefit to our residents and communities.

How you'll do it

Develop and oversee a comprehensive volunteer programme tailored to the needs of our residents, communities and to enhance colleague engagement and resident focus.

Ensure all administrative tasks and record-keeping around the programme are completed accurately and thoroughly. Continuously assess and adapt the programme to ensure it remains effective and engaging.

Lead recruitment efforts to attract a diverse and skilled volunteer workforce, and implement training programmes for volunteers and organisers to ensure they are well-equipped for their roles.

Foster strong relationships with residents, local communities, and external stakeholders to identify volunteering opportunities, acting as a liaison between NHG, volunteers, and community members.

Develop and implement systems to monitor and evaluate the impact of the volunteer programme. Provide regular reports on programme performance, challenges, and successes.

Ensure all volunteer activities comply with legal and organisational policies and procedures.

Support the planning and delivery of the NHG annual colleague conference, ensuring it generates positive colleague engagement and is strategically aligned to overall NHG engagement objectives.

Contribute to NHG's employee engagement activities and programmes, delivering engaging and impactful activities in line with our internal communications and engagement strategy.

Establish a culture of respect, professionalism and great customer service that aligns with our corporate values, supports people to deliver



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excellent services and be proud supportive members of NHG.

Manage a reporting system that quantifies all volunteer outputs and in-kind value.

Negotiate, build and sustain external partnerships adding value that enhances existing services.

Understand local priorities by undertaking resident surveys and research to understand community needs.

Deliver innovative and creative approaches to volunteering that support resident's wellbeing and encourages independence.

Other duties

Work with the other teams across organisation to support ad-hoc projects as required.

General

Ensure you follow the financial regulations, policies and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Ensure any directly delivered services and commissioned services comply and adhere to safeguarding and GDPR policy and legislation

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate

- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **officer** level.

Essential knowledge, experience and skills including qualifications and professional membership

Experience of developing and delivering workplace volunteering at a relevant level.

Experience of developing and maintaining strategic partnerships with key stakeholders and potential business partners.

Experience of delivering programmes that meet business needs.

Experience of delivering impactful employee engagement.

Effective IT skills including MS Office skills. Familiarity and confidence with, or ability to learn quickly how to navigate and deploy, relevant digital systems and services.

Excellent engagement and communication skills, with experience of presenting to a variety of audiences.

Experience at delivering excellent performance against key performance indications and using lead indicators to predict future performance.

Considerable experience and demonstrable ability in volunteering and/or social & economic investment.]

Commented [NF1]: Why do they need qualification?

Commented [CH2R1]: Inherited from previous role spec - agree not needed.