

## JOB DESCRIPTION

**POSITION: Manager – Volunteer Programme**

**LOCATION: Mumbai**

**DESCRIPTION:** The Volunteer Manager is responsible for assessing the opportunities related to volunteerism and designs a comprehensive approach to attracting, engaging, evaluating, and recognizing the volunteer group. Manage the lifecycle of volunteers and interns to inspire a meaningful service connection to Bright Future mission.

### RESPONSIBILITIES:

- Maintain and grow volunteer base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations as needed.
- Create and publish volunteer requirement posts in all the available medias to get best volunteers and have sufficient pool of volunteers by coordinating with sustainability team members
- Develop and implement a recruitment strategy to achieve goals with a clear plan for recruiting and engaging a diverse base of volunteers
- Develop, document and coordinate all volunteer-specific trainings, policies, guidelines, toolkits, and materials required for volunteers.
- Ensures volunteers/interns receive regular feedback from the program supervisor or manager. Assists in appropriate conflict resolution and guidance, as needed.
- Develop and maintain process to
  - a. Source people and review applications, check references and interview potential individual volunteers
  - b. assess interests/skills of volunteers and match with appropriate activities
- Manage comprehensive orientation process for new volunteers that includes:
  - a. Information about volunteering, criteria for involvement
  - b. Update manual and website as necessary

- Work closely with all department managers to periodically to identify volunteer needs; assists with the development of volunteer job descriptions and assess current volunteer skills, volunteer positions are sufficiently filled, volunteers and interns enjoy a positive experience
- Create and manage all aspects of volunteer database and personnel files
- Engage with existing volunteers weekly and provide feedback and additional guidance as needed
- Maintain ongoing communications with volunteers through email, newsletters and print materials
- Plan and execute volunteer engagement activities
- Develop and administer volunteer satisfaction survey; compile and report results to the management
- Manage the entire lifecycle of intern hiring by responding to individual and college requests. Assess interests/skills of interns and match with appropriate staff or projects, Develop and manage comprehensive orientation process for new interns and Engage in ongoing feedback and complete evaluations as required

**COMPENSATION:** Best in the Industry

**REQUIRED QUALIFICATIONS AND EXPERIENCE:**

**Qualifications:** Any master's degree, Masters in Human Resource/Marketing or Social Sciences

**Years of Experience:** Min 4 years of experience in either marketing, Business development, fundraising and/or volunteer programs

**REQUIRED KNOWLEDGE**

- Knowledge of social structure and challenges faced by adolescents and youths (Specific to 13 to 25yrs) and how parents play a role in the same
- Understanding of correlation of Education and livelihood and its challenges also able to design solution to the same
- Willingness and commitment to work for the Bright Future cause in the communities
- Experience working in corporate relationship or managing volunteers will be an added advantage
- Experience building relationships with individuals, organizations and businesses
- Ability to think strategically about volunteer linkages to development
- Experience planning and managing small events

## **REQUIRED SKILLS**

- Strong listening, speaking and writing skills
- Able to manage in-person requests and phone/email contacts
- Proficiency with Microsoft Office Suite and basic knowledge of designing tools
- Enthusiasm and Patience
- Strong Planning, Executing and collaboration skills
- Database management
- Proficiency using Internet for marketing and sourcing
- Commitment to a team approach of working with staff members, volunteers and guests