

JOB TITLE: MANAGER- VOLUNTEER MANAGEMENT

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
 - Source people and review applications, check references and interview Potential individual volunteers
 - Assess interests/skills of volunteers and match with appropriate activities
- Manage comprehensive orientation process for new volunteers that includes:
 - Information about volunteering, criteria for involvement
 - 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: 10+ years of experience of work experience in an external / partner facing role (e.g. marketing, sales, fundraising-CSR, Institutional, HNIs)

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