

Volunteer Manager Role Description

ABOUT OUR TEAM

Spectrum Gaming is run by a group of dedicated volunteers and a strong team of trustees who help to ensure we get things right for our community members. While Spectrum Gaming is managed and facilitated by volunteers (with the exception of our creative director who has a full time paid role), we believe that young people's voices are the most important in deciding how services should be delivered and how they should be supported. Therefore, what we do, how we run, and our transformation is driven by members of our community. 35 autistic young people are part of our voluntary staff team, and they fulfil a variety of roles including Server Managers, Event Planning Managers, Server Improvement Team Members and Moderators.

Working with young people has led to the creation of the 3 core values of Spectrum Gaming:

- **Child Centred** – The members of our community should be the people who decide what we do and how it develops.
- **Emulous** – We embrace (and encourage) criticism. We will always be open minded and willing to learn and improve.
- **Quality over quantity** – We will prioritise people who are in our community first, and make sure any changes we make do not compromise the experience of current members of our community.

Our community receives overwhelmingly positive feedback, which is why we continue to improve on what we do and develop. Here is some feedback we have had so far:

<https://padlet.com/info13231/SpectrumGaming>

At the moment, there are:

- Over 200 young people in our under 13 community
- Over 250 young people aged 13-17 in our teenager community
- 300 young people on our Minecraft server
- Over 1600 members of our Facebook group for parents and professionals

And these numbers are continuing to increase due to high demand.

In addition to our online community, we run a variety of face to face meetups across Greater Manchester. Meetups so far have included a monthly forest school,

trainspotting, gaming clubs, hikes and more! Activities are chosen by our community based on their interests.

We also recently received funding for our own community centre, so we are in the process of having our own space to run activities. Members of our community are incredibly excited to have a place they can call home!

Thank you for your interest in Spectrum Gaming

ABOUT THE ROLE

Position	Volunteer Manager
Location	Working from home
Salary	£24,000 per annum
Hours of work	37 hours per week, flexible working pattern available
Annual leave	208 hours paid leave (equivalent to 28 days)
Contract length	Minimum of 24 months, with extension if we are successful in obtaining more funding for this post
Responsible to	General Manager
Responsible for	Online Support/ Events Lead
Employer	Spectrum Gaming

PURPOSE OF THE POST

The Volunteer Manager is a brand-new role within Spectrum Gaming's team. As we have grown it has become clear that we would benefit from a role dedicated to making sure our volunteers feel valued, and that we are doing everything we can to recruit, train and support volunteers so that they get the most out of their time with us.

The Volunteer Manager will also be supporting the Creative Director and General Manager with management duties, and taking the lead in GDPR/ Data Protection.

Spectrum Gaming is committed to being an inclusive and welcoming employer. We embrace diversity and want everyone to be able to bring their whole selves to work and succeed. We actively encourage applications from disabled and neurodivergent applicants.

KEY RESPONSIBILITIES

Volunteer Coordination

The Volunteer Manager will take the lead in:

- Attracting and recruiting volunteers.
- Designing and delivering induction programmes for volunteers.
- Supporting volunteers to develop their skills.
- Creating ways to celebrate and award volunteer achievements.
- Ensuring volunteers feel valued and involved in our growth and development.
- Collecting volunteer information, availability and skills, and maintaining an up-to-date database.
- Keeping new and existing volunteers informed about Spectrum Gaming and volunteer opportunities.
- Matching volunteers to opportunities that suit their skill sets, and ensuring they understand their responsibilities and receive the proper training.
- Preparing codes of conduct and operating procedures to uphold the organisation's values.
- Managing any capability issues.
- Providing a forum to share concerns, experience and skills.
- Assessing organisational and programme needs to determine the number and range of volunteers needed for particular projects.
- Supporting the 'Online Events/ Support Lead' in coordinating and supporting the 'young staff members', who also make up a huge amount of our team.

General management

The Volunteer Manager will take the lead in our GDPR/ data management processes, including:

- Monitoring Spectrum Gaming's data protection compliance.
- Informing the team of our data protection obligations and ensuring they are followed.
- Acting as a contact point for data subjects and the relevant supervisory authority – the ICO (Information Commissioner's Office) in the UK.

The Volunteer Manager will also assist the Project Manager and Creative Director in:

- Working with the trustee board to review our policies and procedures. Ensuring we are first and foremost complying with legal requirements, then making sure we are innovating and offering an approach that works for young people based on their feedback.
- Making sure we have the structure/ setup in place to achieve Spectrum Gaming's aims, as decided in collaboration with young people.
- Monitoring and analysing our performance against our commitments
- Completing relevant administrative tasks including record keeping and data management.
- Other tasks as and when required as instructed by the Creative Director or Trustees, in line with SG's aims and objectives.
- Supporting a variety of workstreams, when needs have been identified by our community.

As we are a new charity we expect some aspects of the role to change and develop over time.

We expect all staff to ensure that our charitable purposes are followed and that we deliver the charitable benefit set out in our vision.

PERSON SPECIFICATION

Essential:

- Experience of managing or coordinating projects and volunteers, showing an understanding of good practice in volunteer management.
- Being open to learning and challenging yourself, to support young people in the Spectrum Gaming way. Our views and approach in supporting autistic young people are different to the norm, where autism is seen through the medical model and as something negative.
- Proven experience of supporting and advising others on policies and procedures.
- Demonstrable and up to date knowledge of good practice in equality, diversity and inclusion. Demonstrable and up to date knowledge of GDPR.
- Excellent communication and interpersonal skills.
- Excellent organisation and team-building skills.
- Flexibility and ability to work collaboratively.
- Excellent implementation, logistical and administrative skills, including proficiency in Microsoft Office, Excel, PowerPoint or Google equivalent.
- Excellent project management skills.
- Relevant qualification in volunteer management or equivalent experience

- Experience of managing own workload.
- Excellent self-reflection skills.
- Personal drive, energy, integrity, adaptability and responsibility.

Desirable

- Experience in supporting autistic young people (personal or professional experience), or lived experience of autism.
- Having a strong connection to autism and an understanding of the challenges autistic young people face (full training will be given).
- Ability to identify new opportunities and partnerships.
- Ability to maintain a positive, professional attitude working with a range of people.
- A proactive, problem-solving approach to tasks and issues.
- Awareness and understanding of neurodiversity in particular autism.
- Experience creating volunteer policies, procedures and guidance.
- Personal experience of volunteering.
- Relevant and up to date knowledge of safeguarding principles.
- Working knowledge of databases.

All Spectrum Gaming staff members are expected to demonstrate:

- Ability to work as part of a team.
- Open commitment to the principles of equal opportunities, diversity and respect.
- Full commitment to empowering and supporting autistic young people and amplifying their voices.
- Ability to plan and prioritise work and fulfil administrative duties.
- Reliability.
- Ability to identify and implement innovative solutions to problems.

If you have any specific questions regarding this role, please contact info@spectrumgaming.net