

## **Irish Cancer Society: Volunteer Manager** **(<https://www.activelink.ie/node/116288>)**



### **Title: Volunteer Manager**

**Reports to:** Director of People and Change

**Contract type:** Permanent

**Hours:** Full-time – 35hrs pw - Mon - Fri 9am to 5pm

**Location:** The Society operates a hybrid working model with a combination of remote and in-person (Dublin 4 office) working

**Office Days:** Office attendance days are Wednesday & Thursday

Who we are Every three minutes, someone in Ireland hears the words 'You've got cancer'. At the Irish Cancer Society, we understand the physical, emotional and financial impact a cancer diagnosis brings. And we are determined to do everything we can to help. As Ireland's leading cancer charity, we work across every area of cancer – from prevention and early detection, through to end-of-life care. We make a positive impact for people affected by cancer every day: investing in life-saving and life-changing research; providing practical, financial and emotional supports; and driving improvements in public cancer services.

### **What you'll do:**

As Volunteer Manager, you are a champion for volunteering and volunteers in the Irish Cancer Society. Your overall objective is to facilitate every volunteer in the Society to have the best experience of volunteering, where they are supported and enabled to make an impact.

### **You will do this by:**

- Managing the implementation of central Irish Cancer Society policy and processes, to support the volunteer experience;
- Working with staff across the organisation who are responsible for day-to-day volunteer management, to ensure a consistent and high-quality volunteer journey, providing support where necessary;
- Developing and delivering organisation-wide volunteer training, communication and recognition programmes;
- Leading the Volunteer Management team to deliver excellence.

### **Your responsibilities will include:**

- Champion volunteering and be a leader for volunteering in the organisation, raising staff and leadership awareness of the role, function and value of volunteers.
- As a manager within the Society, contribute to the Society's overall strategy and lead strategic plans on volunteering.
- Manage the implementation of the Irish Cancer Society Volunteer Policy and Policy Manual.
- Lead, manage, motivate and inspire direct reports ensuring a culture of learning, innovation and development, through effective people management and development.
- Work with staff responsible for volunteer management to ensure a high-quality and consistent volunteer journey, providing key support in relation to recruitment, induction, on-going volunteer management, communication and

resolving any concerns where they arise.

- Maintain and manage the delivery of an organisation-wide volunteer induction process.
- Develop and deliver a new 'Engaging Volunteers' programme for Society staff responsible for the on-going management of volunteers.
- Assist with the development of training for volunteers as appropriate.
- Champion data protection, ensuring our data protection practices in relation to volunteering meet all relevant requirements.
- Manage the planning and delivery of high-level recognition events and programmes for volunteers.
- Develop and manage organisation-level communication with volunteer base through timely updates throughout the year.
- Ensure the maintenance of the overall database of volunteers.
- Develop new tools and templates for volunteer management in the Society as appropriate.
- Liaise with national organisations such as Volunteer Ireland to ensure best practice in the Society's volunteer programmes, and develop partnerships with internal and external stakeholders as required.
- Oversee, by the Volunteer Management Team (direct and indirect reports), the efficient and effective administration of volunteer management policies and processes.
- Keep up to date with legislation and policy related to volunteering and ensure all policies and procedures are updated as required.

## General:

- Maintain confidentiality regarding volunteer information at all times, ensuring compliance with Data Protection legislation.
- Assist with special projects as required or self-determined to enhance the Society's volunteering objectives.
- The Society operates a no-smoking policy and the post holder must not smoke in the office, when on business or outside the office.
- All employees are required to be aware of their responsibilities towards health and safety and to adhere to fire regulations.
- Undertake training as agreed with Manager.
- Any other duties as assigned by your Manager.

## Who you are:

- **A people person:** You will have excellent stakeholder management and people skills. You'll have an ability to bring together and inspire your direct team and people across the organisation. You work well with a wide range of people and build strong trusted relationships.
- **Passionate and proactive:** You always keep our volunteers front of mind: you are empathetic, consider their needs, understand their experience, and are passionate about enabling volunteers to make an impact. You will be proactive about identifying ways to improve the volunteer experience.
- **A great communicator:** You have excellent communication skills, whether talking to a team, delivering a presentation, writing reports, or updating volunteers. You produce high quality and engaging communications.
- **Technology savvy:** you will have a high level of proficiency in the MS Office suite, and experience of working with databases, as well as using technology to support internal processes.
- **A problem solver:** You're curious, enjoy figuring things out, finding solutions and working around and through issues. You're able to identify and articulate risks and challenges, identify solutions and problem solve. You're highly organised, logical, and clear thinking.

## Your qualifications and experience

- Third level qualification in a relevant discipline e.g. Community Development, or a general organisation/ management discipline, or equivalent on the job experience.
- Significant experience of volunteer management, working with volunteers and/or working in a voluntary sector role (paid or volunteer).
- High level of proficiency in database management (Experience with Microsoft Dynamics preferable), and Microsoft Office Suite
- Understanding of the main issues facing charities with a large number of volunteers.

*This job description is not exhaustive; it merely acts as a guide and may be amended to meet the changing requirements of the Society at any time after discussion with the post holder.*

The closing date for applications is close of business Wednesday 9th July 2025

**HOW TO APPLY:** If you are interested in this role please send a cover letter and CV (including salary expectation) to

Amanda Walsh, Recruitment Administrator on below email  
[recruitment@irishcancer.ie](mailto:recruitment@irishcancer.ie) (<mailto:recruitment@irishcancer.ie>)

Please note all CVs are logged through a third-party system for processing The Irish Cancer Society is an equal opportunity employer. We celebrate diversity and are committed to building an inclusive environment for all employees. We know that the more inclusive we are, the better our work will be.

## **WE DO NOT REQUIRE THE ASSISTANCE OF AGENCIES**

### **Some of our benefits:**

- 23 days Annual Leave a year or Pro Rata equivalent, plus public holidays, Good Friday and Christmas Eve (if it falls on a working day)
- Service Days - Additional days awarded to reflect long service with the Society.
- Sick Pay Scheme (following Probationary period)
- Flexitime
- Defined Contribution Pension Scheme (after 6 months)
- Group membership for VHI and HSF (health plans)
- Bus/Rail Ticket Scheme and Cycle to Work Scheme
- Death In Service Benefit (from commencement of employment)
- Paid Family Leave (Maternity, Paternity, Adoptive, Force Majeure and compassionate Leave)
- Learning and Development Programmes
- Educational Assistance (Study and Examination Leave)
- Employee Assistance Programme (EAP)
- Optional Flu vaccine provided

#### **Region**

Dublin 4 / Hybrid

#### **Date Entered/Updated**

18th Jun, 2025

#### **Expiry Date**

9th Jul, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/health/116288-irish-cancer-society-volunteer-manager>