

Volunteer Development Officer

Department:	Learning & Development.
Location:	Motorsport UK, Bicester Motion.
Hours of Work:	Full Time (37.5 hours per week). Core hours are 09:00 until 17:30, Mon – Fri.
Line Manager:	Officials Pathway Manager.
Direct Reports:	None.
Grade:	B.

Role Purpose

The goal for the Learning and Development Team is to develop a culture which emphasises quality, continuous improvement, teamwork, and high performance amongst our volunteer Marshals and Officials, our Competitors, Regions, and Clubs.

Motorsport has a dedicated community of over 10,000 volunteers who assist in the running of events across the UK, most weekends of the year. To support this community of volunteers, support is required in relation to their training, grading, and general queries.

Primary Objectives

The primary objectives associated with this role will be:

1. To act as the first point of contact for new and existing Volunteer Marshals, answering queries and providing appropriate support.
2. To carry out the administration of the Volunteer Marshal development process.
3. To support and deliver strategic programmes related to the recruitment, retention, and recognition of Volunteer Marshals.

Additional Responsibilities

In addition to the primary objectives listed above, the Volunteer Development Officer will be responsible for:

- Working with relevant Committees and Working Groups to ensure the Marshal development processes are fit for purpose and that resources are in place to support their journey.
- Coordinating relevant Committee/Advisory Group meetings, including minute taking where required.
- Attending virtual and actual events to promote the role of the volunteer and to explain and promote the Marshals' development pathway.
- Ensuring all Volunteer Marshals receive regular communications regarding, but not limited to, grading scheme changes, recruitment initiatives and working with fellow volunteers and clubs.
- Managing and maintaining online resources for Volunteer Marshals.



- Contributing to and creating articles for Revolution Magazine, social media communications and other relevant publications.
- Ensuring any queries, complaints or other issues relating to our Volunteer Marshals are handled efficiently and sensitively.

Core Competencies

Below are the core competencies, knowledge, and skills required to be successful in this role:

Essential:

- Excellent written and verbal communication skills.
- Strong processing and organisational skills, with a high level of attention to detail.
- Willingness and ability to take ownership of projects and deliver to pre-agreed timescales.
- The ability to work with PowerPoint, Word and Excel and be conversant with a wide range of tools from the Microsoft Office 365 suite of products.
- Collaborative working experience.
- Capable of working independently.
- Ability to demonstrate logical thinking and methodical working.
- Ability to commute to our offices in Bicester a minimum of four times per week.
- Eligible to work within the UK.

Desirable:

- An understanding of motorsport, sports governance and volunteering roles would be a distinct advantage.
- An ability to create imaginative concepts to assist with recruitment, retention, and recognition projects.