

Paid Role: CBP Volunteer Manager

Four days per week during term time (39 weeks per year)

Sliding scale £31.5k - £36k pro rata: 18 month fixed term contract



About us

The Children's Book Project is a registered charity that directly tackles inequalities in well-being, self-esteem and educational outcomes in childhood by gifting beautiful, contemporary books to young people with very few books of their own. We have now gifted over two million pre-loved, carefully curated books to children across the UK via schools, foodbanks, prisons and women's groups, ensuring the relevance and appeal of every book we gift.

Join us as Volunteer Manager and you'll help transform childhoods through book ownership. In this vital role, you will recruit, inspire and coordinate a diverse team of volunteers across three regional hubs, each team charged with running impactful corporate volunteer events. Your energetic leadership will foster a vibrant community, ensuring effective recruitment, training, and retention. If you thrive in a dynamic environment and are passionate about social impact, this is your opportunity to create a best in class volunteer experience and support our wider goals.

Our volunteers

Our ambition is to create a sustainable model for the passing on of pre-loved and surplus publisher books to ensure that every child has the chance to have a favourite book of their own at home. We encourage all families to donate books, we engage with publishers to view every surplus title as a gift waiting for a reader and we help communities host book gifting events that spark a lifelong love of reading.

The work that takes place remotely and in our three HQs in Birmingham, Leeds and London permits us to gift over 25k books every week, ensuring their relevance to every recipient audience and the quality of the accompanying resources.

We are truly 'volunteer powered': over 15,000 hours were given last year by both corporate and community volunteers at these book sorting events and via remote support. A minimum of eleven events each week (five in London and three each in Birmingham and Leeds) are run by four Children's Book Project Team Leaders and Volunteer Coordinators, who are the primary responsibility of this Volunteer Manager role. They need to be well trained and motivated to ensure that our visiting groups can contribute effectively and safely and enjoy themselves, and we place a great deal of emphasis on looking after their wellbeing and on helping them to understand the significant value they bring.

The opportunity

Our Volunteer Manager has a very clear remit: to ensure that each of our book sorting events in Birmingham, Leeds and London is fully staffed by motivated and well trained Team Leaders and Volunteer Coordinators and that our wider volunteering needs (occasional drivers, remote volunteers) are met and supported as required.

They will plan and implement an ongoing programme of recruitment and training that takes into account potential attrition and our expanding needs. They will develop and implement initiatives that show our gratitude for our volunteers. And they will play a key role within the charity helping to measure and convey externally the value we place on a high quality volunteering experience.



Key responsibilities

Volunteer Recruitment

- Own and manage a pipeline to drive adequate volumes of potential and existing volunteers in all three cities including community volunteers, VCs, books in team, drivers, social media and any other volunteers..
- Develop, implement and refine recruitment strategies to attract suitable volunteers.
- Create role descriptions and promote opportunities across CBP and external volunteering platforms.
- Build partnerships with councils, universities and other identified sources of volunteers including recruitment events, fairs, and community groups to raise awareness of opportunities.

Screening and Onboarding

- Review applications, conduct interviews, and assess candidates for appropriate volunteer roles.
- Carry out background checks where required.
- Provide induction sessions to introduce volunteers to the charity's mission, values, policies, and expectations.
- Ensure volunteer agreements, policies, and codes of conduct are understood and signed.

Training and Development

- Coordinate or deliver training relevant to each volunteer role.
- Support Team Leaders to additionally support and develop their Volunteer Coordinators.
- Visit each hub twice every term to identify skill gaps and organise ongoing development opportunities.
- Produce training materials and how to guides for use by volunteers.

Volunteer Coordination and Support

- Develop volunteer schedules with built-in contingency and ensure adequate coverage for events, programmes, or services.
- Provide day-to-day supervision, guidance, and support for Team Leaders, Volunteer Coordinators and other volunteers across all three hubs in London, Leeds and Birmingham
- Provide further support and training for CBP teams in the event that required targets are not being met, working with the warehouse manager to identify any place-based hindrances.
- Serve as a point of contact for questions, issues, or welfare concerns.
- Foster a positive, inclusive volunteer culture.

Engagement and Retention

- Build strong relationships with volunteers, ensuring they feel valued and appreciated.
- Implement recognition programmes (thank-you events, awards, certificates).

Strategy, Planning, and Evaluation

- Produce reports on volunteer activity and impact for senior leadership, funders, or trustees.
- Contribute to the charity's strategic planning by aligning volunteer capacity with organisational goals.
- Analyse volunteer programme performance, identifying strengths, gaps, and areas for improvement.

Health, Safety, and Safeguarding

- Ensure volunteers are trained in and comply with health and safety policies.
- Carry out risk assessments for volunteer activities.
- Promote an open culture where any volunteer or team member can voice concerns or ask questions.
- Promote a safe working environment and act on any safeguarding concerns.

Collaboration and Communication

- Celebrate volunteer achievements and the charity's volunteering offer on all platforms.
- Be a spokesperson for the charity with regards to our volunteering offer and experience.

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Who are we looking for?

Firstly, someone whose values strongly align with our mission to ensure every child has access to books.

To be successful in this role you will have:

- Experience working within in a dynamic and growing organisation, maintaining quality while meeting deadlines.
- Relevant experience and a proven track record within a related field e.g. volunteer management, youth/social work, human resources, training/employment services.
- Knowledge and awareness of trends in volunteering, including current legislation and best practice.
- Experience of promoting and marketing volunteering opportunities and the benefits of volunteering.
- Commitment to equal opportunities and quality assurance in terms of project development and service delivery.
- Proven ability to lead, motivate and effectively manage a project; including budget management and performance management.
- Ability to develop and deliver project development plans, and prepare and present clear well-structured reports.
- Ability to devise and implement monitoring and evaluation systems and procedures.
- Information technology skills using Microsoft Office based packages.
- A proactive, solutions-focused mindset, able to take initiative.
- Thoughtful and collaborative communication skills.

Also desirable

- Experience using Salesforce.
- A recognised qualification to support mentoring / peer to peer coaching / project management etc.
- Knowledge and experience of managing the DBS process.
- Experience of managing personal data in line with national legislation law and an understanding of GDPR.

What we offer you

- A supportive and passionate team environment.
- Flexible remote working during term time.
- The opportunity to contribute to a fast-growing national charity.
- A professionally rewarding role with real social impact.

Anticipated commitment

This is a hybrid role working two days per week at home and some weekly presence at our London hub in W10. Eight times a term you will use one of these London days to visit our Birmingham and Leeds hubs (four days each). Successful candidates can choose a configuration of working hours between Monday and Friday although will need to be available on Monday mornings.

To find out more or to apply

As part of our values, we are committed to supporting inclusion and diversity. We actively celebrate different abilities, sexual orientation, ethnicity, faith, and gender. Everyone is welcome and supported in their development at all stages in their journey with us.

Should you be interested in this role, please email the completed application form to tracy@childrensbookproject.co.uk. Interviews will be held remotely via video conference.

Successful candidates will be required to attend an induction session at our Book HQ in West London. This is an opportunity for us to show you around, tell you a little more about ourselves and the role and for you to see our work first hand. Expenses for this will be paid.