

**Job Title:** Volunteer Recruitment Manager  
**Reports To:** National Member Support Manager  
**Department:** National Officer - Membership  
**Location:** SVP House, 91-92 Sean McDermott Street, Dublin 1, D01 WV38  
**Job Holder:** VACANT  
**Date of JD:** April 2026



**Contract Type:** Permanent Full Time  
**Hours:** 37.5 hours / 5 days  
**Salary:** €60,000 per annum

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## About SVP

SVP is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of volunteers and employees, it is strongly committed to working for social justice and advocates the creation of a more just and caring society.

SVP is an equal opportunity employer committed to treating all individuals with dignity and respect. We are dedicated to protecting everyone we encounter from all forms of harm, abuse, neglect, and exploitation, in accordance with Irish equality legislation. All employees are expected to adhere to SVP's Dignity & Respect and Safeguarding policies, including those pertaining to children and vulnerable adults.

The founder of the Society, Blessed Frederick Ozanam, was a devout Christian and his legacy of spirituality remains a key element of the make-up of every Conference within the Society. It is normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at other meetings where members are in attendance as this underpins the ethos of the Society. You are not required to take part.

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## Purpose of the Role

Complementing the existing work of volunteers, the primary purpose of this role is to increase the number of volunteers joining SVP Conferences across the island of Ireland, supporting membership growth, succession planning, and long-term sustainability.

Reporting to the National Member Support Manager, the VRM will be responsible for developing, implementing, maintaining and evaluating a coherent marketing strategy to increase awareness of all SVP volunteering opportunities and drive applications.

Informed by best practice volunteer recruitment solutions, the role holder will apply a proactive, evidence-based approach, identifying and cultivating new recruitment channels, ensuring a consistent pipeline of new applicants.

As part of the National Member Support team, supporting Home Visits, this role will also collaborate with Social Housing, Child & Family Services, Retail, Youth Development, regional offices, key Member groups and the National Membership Committee.

Partnering closely with the Comms team and other relevant specialists within and beyond SVP, the role will be one part of an integrated approach by the Society to attract, recruit, onboard, train, develop and retain volunteers.

This is an expansive marketing role, focusing on excellence in the planning, delivery, implementation and evaluation of strategic and operational solutions, guided by the priorities of the Society's National Management Committee and National Council.

This role will require a substantial amount of travel and there will be a necessity to organise and deliver events across the island of Ireland. On average, the post holder can expect to be working at least one evening per week and some weekend will be required.

## **Guidance and Authority**

The post holder is expected to operate with considerable autonomy, referring matters to their line manager when significant resistance is encountered in implementing good practices or policies, when actions may place stakeholders such as children, vulnerable adults, scheme participants, volunteers, or the Society's reputation at risk, or when decisions could substantially impact the workload of others.

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## **Principle Accountabilities**

The role holder will be responsible for:

### **Partnership & Leadership Support**

- Develop and deliver a national volunteer recruitment strategy
- Collaborate with internal stakeholders (e.g. Onboarding Coordinators, MSOs)
- Build and maintain strong relationships across regional teams and Members
- Organise and support peer learning events (e.g. Marketing Gatherings)
- Identify opportunities for improvement and innovation
- Support organisational development and change initiatives
- Ensure consistent recruitment protocols and keep stakeholders informed

### **Marketing & Promotion**

- Develop and manage a national marketing and recruitment framework
- Collaborate with Communications and regional teams on campaigns
- Design and deliver recruitment campaigns across multiple platforms
- Develop promotional materials (e.g. video content)
- Manage marketing budget and evaluate effectiveness
- Support local initiatives (e.g. open days, recruitment fairs)
- Monitor and analyse recruitment needs across regions

### **Development**

- Build partnerships with corporate and public organisations
- Promote volunteering through CSR programmes and external networks
- Develop inclusive recruitment strategies (e.g. multilingual materials)
- Engage with diverse groups, including new communities in Ireland
- Support pathways for student volunteers and alumni engagement

### **Quality Assurance & Evaluation**

- Gather and act on stakeholder feedback
- Evaluate recruitment campaigns (quantitative & qualitative)
- Conduct surveys and analyse results to improve performance
- Identify barriers to volunteering and recommend solutions

## Compliance & Risk Management

- Ensure adherence to all relevant policies (e.g. Volunteer, Safeguarding, Safe Recruitment)
- Identify and manage risks within the role
- Maintain safeguarding standards at all times

## Policies & Procedures

- Contribute to development and implementation of recruitment policies
- Ensure compliance with regulatory requirements
- Recommend improvements to processes and practices
- Ensure best practice in financial processes related to recruitment

## Reporting

- Produce regular, evidence-based reports for key stakeholders
- Track recruitment metrics and campaign outcomes
- Provide updates to national committees and leadership teams

## Enabling Technologies

- Use IT systems to track and manage recruitment activity
- Research and recommend new tools and technologies
- Improve applicant experience across services

## Administration

- Use systems such as CRM, Moodle, and Complyfile for reporting
  - Support general administrative duties as required
  - Carry out additional tasks as assigned by the Line Manager
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## Challenges

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership-led organisation and an understanding of how this both contributes to and constrains the work.
- Resilience and persistence in the face of barriers and organisational roadblocks encountered.
- Influencing others not under direct authority.
- Influencing stakeholders to recognise and to act upon, the need for accelerated change.
- Operating in a rapidly evolving operation

## Other Information

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder will be required to work and attend events/meetings at other locations. As much notice as is reasonably practicable will be given of any such requirement/ change.

The job holder must be available for some weekend and evening work. The job holder will also be expected to use their initiative and be highly motivated whilst providing regular updates to the National Member Support Manager and maintaining a close working relationship with other team members.

The job holder is expected to be in the Dublin office at least two days per week with the expectation that at least one day per fortnight is spent meeting and supporting existing volunteers around the

island of Ireland. There will be some weeks in the year when the job holder will need to be offsite for two-three days per week.

SVP is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity and Respect, and Safeguarding in respect of related child, and vulnerable adult safeguarding policies and procedures.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours.

Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected, and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week.

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## Education, Experience, Knowledge and Skills Required

### Education

- A third level qualification or equivalent in a relevant field e.g. Sales & Marketing, Business Development, Community Development or Communications

### Experience

- At least five years' marketing experience, ideally in a dynamic multi-stakeholder environment
- Experience of working in the charity sector, particularly with regard recruiting volunteers, is advantageous
- Experience in a similar role is highly advantageous
- Ability to act as an adviser to Senior Managers on all aspects of marketing activity
- Experience in developing and rolling out online and in-person marketing activities
- Advance knowledge of innovative marketing solutions
- Preferable to demonstrate experience across marketing disciplines, including sales, advertising, social media and event management.
- Understanding of the principles of risk management and compliance.

### Skills

- The ability to market the organisation – build a positive image of what volunteering with SVP is about and the benefits people can gain from becoming a member.
- An ability to quickly establish and maintain rapport with a diverse range of stakeholders and to manage on-going working relationships and work plans

- Ability to influence a range of diverse stakeholders, while remaining focused on a set of clear objectives.
- Decisive in formulating and implementing solutions in line with organisation plans
- Excellent presentation, interpersonal skills and administration skills
- Involvement with driving a change management initiative
- Results driven, experience managing multiple projects in a busy environment
- Persuasive communication skills - ability to present ideas clearly and concisely to a variety of audiences.
- Excellent problem-solving skills in interpersonal situations, both internally and externally to the organisation
- A clear ability to work in a charity related environment, within a member-led organisation, dealing with multiple priorities that require strong project management, process mapping and application and decision-making capabilities.
- Possesses well developed active listening skills and critical thinking skills.
- Demonstrate commitment to high levels of customer service.
- Demonstrate ability to handle challenging and volatile situations effectively.
- Excellent IT, numerical and event management skills.

## **Knowledge**

- Knowledge of SVP and the Society's Mission and Values
- Knowledge of needs and issues of those living in poverty and disadvantaged.
- Good working knowledge of best practice in volunteer management and engagement

## **Travel**

- It is essential that the job holder has a full and valid driver's licence and has access to their own vehicle.

## **The person must also demonstrate the following personal attributes:**

- Be honest and trustworthy
  - Be respectful
  - Be flexible
  - Demonstrate sound work ethics
  - Confidentiality
  - Other
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**Compensation & Benefits**

All SVP benefits are subject to the prevailing policy and associated length of service requirements	
Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy)
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (Subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Further Education Support (Subject to terms of the policy)
Hybrid/Flexible Working Available	SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
SVP Experience Day	Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

The information contained in this job description is a true and accurate reflection of the job as at the date specified.