

Position Description

Job title: Volunteer Capability Partner

Department: People Team

Group/Team: National Volunteer Team - Wellington

Reports to: Head of Volunteering

Responsible for:

Execution of specialist volunteer recruitment campaigns partnering with BLVNZ departments to map volunteer capabilities to needs in the business; providing partnership-led advice, coordination, and operational support for volunteering services across Blind Low Vision NZ; enabling consistent, people-centred volunteer practice; supporting compliance with agreed policies and processes; and escalating insights or risks to the Head of Volunteering as required.

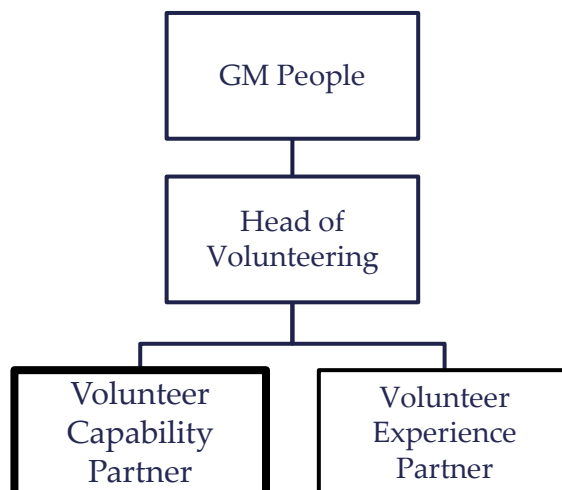
Total number of staff: 0

Job purpose/this job exists to:

- Provide national oversight of volunteer compliance, data quality, and volunteer insights to support evidence-based decision-making, workforce planning, service improvement, and consistent volunteer practice across Blind Low Vision NZ.
- Partner with departments and stakeholders across BLVNZ to champion specialist volunteer recruitment, attracting and placing qualified volunteers across various departments of BLVNZ, matching identified volunteer capabilities with volunteering needs across BLVNZ and/or finding ways to use specialist volunteer capabilities to the benefit of BLVNZ clients through the provision of tailored services.
- This role leads the recruitment of specialist volunteer roles requiring higher-level skills or national coordination, while partnering with Volunteer Supervisors and local teams to support and strengthen their recruitment of locally delivered service roles.
- Partner with designated business units to support day-to-day volunteering operations and escalate insights or risks to the Head of Volunteering as required Ensuring the Volunteer Management 21.09 is used as the one source of truth for data storage.
- Partner with relevant Line Managers, Volunteer Supervisors and all staff working with volunteers on outworking of volunteer support, working to processes, policies and best practice relating to Volunteering within BLVNZ.
- Implement processes and associated training, reporting, and monitoring for new or changed volunteer services, as delegated and approved by the Head of Volunteering.
- Support the delivery of new volunteer retention, onboarding, induction and training, and support the delivery of volunteer engagement, reward and recognition initiatives for volunteer retention.
- Implement initiatives that support an enhanced volunteer experience, as delegated and approved by the Head of Volunteering.
- Work in partnership with teams to support quality assurance, monitoring, reporting and analytics, and process design and improvement, enabling compliance with relevant policies and agreed processes.

Date: January 2026

Organisation Context



Description of above chart:

This role sits alongside the Volunteer Experience Partner, reports into the Head of Volunteering, who reports to the GM of People. The Volunteer Insights & Capability Partner sits on the same structural level as the Service Team Managers in Client Services.

Key Relationships

External Relationships	Purpose of contact
- National and International Volunteer Organisations - Migrant Organisations - Other not for profit organisations - Community Groups - Blind Low Vision, Deaf Blind, Māori, Pacifica, Ethnic, LGBTQIA+	- Network to stay abreast of national and international volunteer trends and best practice guidelines. - Obtain relevant sector updates and research. - Access to workshops and training which may be of value to our Volunteer Supervisors.

Internal Relationships	Purpose of contact
- All staff who work with volunteers - Service Team Managers - Guide Dog Services - Client Services - Sports and Leisure Development Manager	Review volunteer compliance requirements and records, supporting teams to address gaps in line with agreed processes. Prepare and provide volunteering data and insights to support national reporting and trend

Internal Relationships	Purpose of contact
• IT/Digital • Learning and Development • Health, Safety and Wellbeing • People • Head of Volunteering	analysis led by the Head of Volunteering. • General day to day business Salesforce CRM management. As part of the National Volunteer Team, contribute to shared national advice on volunteer policies, processes, guidelines, recruitment, and training. • Maintain and update, as agreed, volunteering services data to support operational reporting. • Provide advice and support, in partnership with the Line Managers and Volunteer Supervisors who work with volunteers, to enable effective volunteer practice. • Support Volunteer Coordinators to achieve annual Community Committee and Community Support Group budget applications by checking and compiling submissions and providing advice on alignment with organisational policies and requirements. • Support the effective use of national volunteer systems by maintaining records and assisting users in line with agreed processes • To maintain clear and consistent communication, ensuring alignment with the volunteering strategy, seeking guidance on priorities, and providing updates on work priorities. • Collaborate on challenges, opportunities, and innovations to enhance the volunteer and Volunteer Supervisor experience and achieve organisational goals.

Financial Responsibilities

Controls a budget: No

Key Results Areas

The position of Volunteer Capability Partner encompasses the following major functions or Key Result Areas:

- Specialist and skilled volunteer recruitment

- Need/opportunity identification of volunteer-delivered client services and volunteer resource supply
- Volunteer Onboarding, Induction and Compliance
- National Partner and Advisor
- Supporting business units to be operationally ready to onboard, support, and retain volunteers through appropriate planning, processes, and capability development.
- Salesforce and Digital Platforms
- National volunteer compliance, reporting and insights.
- Internal and external stakeholder/partner engagement, including community outreach and partnership development for volunteer recruitment
- Administrative and Financial Coordination and Support.

Jobholder is accountable for	Jobholder is successful when
1. Specialist and Skilled Volunteer Recruitment and Client Need Identification/Matching • Develop volunteer recruitment campaigns - Creating and executing targeted recruitment plans to meet strategic, specialist, and skilled volunteer needs across BLVNZ departments, and supporting teams to develop recruitment campaigns that generate leads for locally delivered service roles • Community outreach and partnership - Engaging with community organisations, educational institutions, and other potential volunteer sources to provide pathways for volunteers into BLVNZ • Interviewing, screening, and placement (specialist and skilled volunteer roles) – Interview and assess potential volunteers for specialist, and skilled volunteer roles to determine suitability for placement and/or identify opportunities to utilise volunteer capabilities to meet organisational and client needs. • Proactively identifying, understanding, and recording specialist volunteer skills, experience, and interests, and working with business units to develop or adapt volunteer roles and opportunities to effectively utilise this capability for the benefit of BLVNZ and its clients	• Strategic, specialist, and skilled volunteer roles are successfully filled with volunteers whose skills and experience align with identified organisational and client needs. • Volunteer skills, experience, and interests are actively understood and used to inform the development or adaptation of appropriate volunteer roles and opportunities. • Specialist and skilled volunteer capability is effectively utilised to deliver clear benefit to BLVNZ services, projects, and clients. • Recruitment campaigns and community partnerships generate a sustainable pipeline of suitable candidates for strategic, specialist, and skilled volunteer roles. • Business units report that specialist and skilled volunteers add value to their work and are well matched to their needs. • Local teams are supported to run effective recruitment campaigns that generate leads for locally delivered service roles.

Jobholder is accountable for	Jobholder is successful when
Partnering, Collaboration and Innovation - Recognising opportunities identified in volunteer capabilities and partnering with internal stakeholders to create unique or innovative client services to utilise specialist volunteer capabilities.	
2. Volunteer Onboarding, Induction and Compliance - Ensure that the onboarding process meets the needs of departments recruiting volunteers and new volunteers while balancing being a seamless fit-for-purpose process. - Support all staff nationally who recruit and onboard volunteers ensuring that volunteers are meeting the compliance and training requirements of working with vulnerable adults. - Provide coaching and support, as needed, in partnership with Line Managers to enable timely volunteer onboarding and a smooth handover to local volunteers for support and connection. - Work in partnership with Line Managers and teams to support the understanding and application of appropriate policies, processes, controls, and training that enable compliance requirements. - Work alongside Volunteer Supervisors and Line Managers staff to maintain accuracy of volunteer numbers. Where needed support the delivery of volunteer retention and recruitment activities.	- Positive stakeholder feedback is attained on a regular basis - Recruitment and onboarding targets are achieved - All volunteers are trained to meet the requirements of the roles they chose to volunteer in. - Volunteer training completion rates are achieved - Support the coordinated delivery of agreed policies, processes, H&S controls, training, and reporting in line with an approved delivery plan.
3. Supporting Volunteer Engagement and Retention Support the delivery of volunteer engagement and retention initiatives, in partnership with the Volunteer Experience Advisor.	Support is provided collaboratively and responsively, enabling the Volunteer Experience Advisor to deliver agreed engagement and retention initiatives.

Jobholder is accountable for	Jobholder is successful when
4. Volunteer Service Delivery When a new volunteer service or role is approved, support the Head of Volunteering to operationalise the agreed service design, leading implementation of role descriptions, processes, and training in line with nationally defined service delivery models, and supporting the ongoing effectiveness of the volunteer ecosystem through a people-centred approach.	Collaborative coordination enables approved roles, processes, and training to be implemented as intended, in a way that is people-centred and supports the ongoing effectiveness of the volunteer ecosystem.
5. National Partner and Advisor - Contribute, in partnership with colleagues, to a positive and collaborative working environment by modelling trust, open communication, creative thinking, and cohesive teamwork. Engage regularly, in partnership with staff who work with volunteers and their Line Managers, to provide advice, support, and coordination as needed. - Provide coaching and guidance, in partnership with Line Managers, to support the capability and confidence of staff who work with volunteers. - Support problem solving through collaborative and solutions-focused ways of working. Contribute to healthy and respectful group dynamics by working in partnership, communicating thoughtfully, and supporting collaborative, people-centred ways of working. - Contribute, in partnership with colleagues, to a culture of creativity, critical thinking, and continuous improvement through collaborative ways of working - Partner with staff and Line Managers, when volunteer-related complaints or concerns are escalated, to provide advice and support on managing matters relating to volunteer conduct, as directed by the Head of Volunteering - Support the sharing of national best practice and emerging innovations across Blind Low Vision NZ, in partnership with National Volunteer Team and colleagues,	- Volunteering Services are collectively recognised for their culture, work ethic, collaboration and delivery. The jobholder is recognised for their leadership contribution in this. - Receives positive stakeholder feedback - Volunteer structure implemented in keeping with an agreed plan. Staff are handing over new volunteers to be connected into the volunteer structure pertaining to their role - Receives positive stakeholder feedback - Complaints are resolved quickly and thoroughly in line with policies and procedures - Best practice and emerging innovations are shared in a way that supports Volunteer Supervisors to apply them effectively in their local contexts - Staff who supervise volunteers feel supported, well-informed, and confident in delivering a consistent and positive volunteering experience through partnership, advice, and shared practice

Jobholder is accountable for	Jobholder is successful when
to enable consistent and high-quality volunteer practice. Identify and support improvements that enhance the volunteer experience, through listening, understanding context, and working in partnership with Volunteer Supervisors, Line Managers and National Volunteer Team to develop practical, people-centred solutions. As part of the National Volunteer Team, support staff who supervise volunteers through partnership, advice, and shared practice to enable a quality volunteering experience	
6. Salesforce and Digital Platforms - Support staff who supervise volunteers to use the Volunteer App in Salesforce effectively and keep information accurate and up to date. Work in partnership with Line Managers and staff to support the consistent use of the Salesforce 21.09 Volunteer App as the primary system for volunteer data and record keeping, through one-to-one and group coaching using approved training materials. - Work in partnership with Line Managers and staff to support consistent and appropriate use of organisational platforms (including Salesforce and Confluence), providing guidance and advice to promote agreed ways of working and good information management practices - Support the Head of Volunteering by contributing insights on local demographics and member trends, working in partnership and co-design with relevant stakeholders to inform planning and decision-making as required. - Provide national oversight of volunteer compliance and volunteer insights by analysing data, monitoring trends, and identifying emerging risks and opportunities. Translate volunteer data into meaningful insights that support evidence-based decision-making, workforce planning, service improvement,	- Salesforce 21.09 App is the one source of truth. - Volunteer data is up to date and accurate and reports are able to be run. - Staff are confident using CRM - Staff and Line Managers are confident using the Salesforce 21.09 Volunteer App as the primary system for volunteer data and record keeping, and records are consistently maintained using agreed processes and approved training materials. - National Volunteer Team are able to utilise the reporting to plan for growth and compliance. - Be confident in the accuracy of the data. - Insights and reports are developed through co-design with relevant stakeholders, reflect agreed data requirements and trends, and provide timely, accurate information that supports the Head of Volunteering's planning and decision-making. - Provide national oversight of volunteer compliance, data quality, and volunteer insights to support evidence-based decision-making, workforce planning, service

Jobholder is accountable for	Jobholder is successful when
and consistent volunteer practice across Blind Low Vision NZ.	improvement, and consistent volunteer practice across Blind Low Vision NZ.
7. Administrative Support • Providing administration support to the HOV and the wider National Volunteer Team by: • Developing and maintaining documents and presentations, and documenting meeting outcomes and agreed actions, and supporting project coordination as required. • Working in partnership with the Head of Volunteering to support the delivery of updated processes relating to volunteer recruitment, onboarding, compliance, management, and integration, as identified and prioritised by the Head of Volunteering. • Support the trialling of different approaches to volunteer recruitment e.g. information sessions/group interviews/activities as agreed with HOV providing support to the staff who recruit volunteers across BLVNZ nationally. • Coordinating the delivery of the Volunteer Function Updates, working in partnership with the National Volunteer Team	• Agreed KPI's are met and deliverables achieved in keeping with an agreed plan. • Policies, procedures and processes are developed, approved and updated to ensure ongoing fit for purpose and compliance. • Volunteers are being regularly recruited into the mission and vision of BLVNZ to meet current and future demand
8. Community Committee and Community Support Group Budget Coordination and Support • Compiling the budget applications from the Community Committees (via the Service Team Managers and Volunteer Coordinators) and submitting to the HOV for approval. • Work with the Service Team Managers and Volunteer Coordinators on the annual Community Committee Budget reconciliations. • Assisting with the creation of budgets for new projects or initiatives • Assisting with Reviewing financial statements to identify trends in revenue, expenses, and debt levels.	• Annual budgeting process is delivered within agreed time frames and in adherence to financial policies. • Positive stakeholder feedback received. • Budget creation requests are delivered within agreed timeframes. • Financial data is accurate

Jobholder is accountable for	Jobholder is successful when
9. Organisational Responsibility • Undertakes performance development tasks/responsibilities in culture amp. • Demonstrates a proactive commitment to a safe working environment to meet BLVNZ requirements • Participates in and undertakes emergency management duties as required. • Undertake specific projects and activities as necessary or as required to support BLVNZ. • Maintains property and equipment. • Fulfills administration - reporting requirements • Ensure that the Health and Safety Policy is upheld and requirements are met • Be a Health and Safety Champion • Uphold BLVNZ's values	• Organisational responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. • Contribution to projects and initiatives: • is effective and valued • is approached in a positive and helpful manner/attitude. • Administration requirements are completed accurately as specified and in a timely manner.

Work Complexity

Most challenging duties typically undertaken, or most complex problems solved:

- Salesforce CRM Training and Management
- Volunteer business processes are developed, known, and worked to.
- There is national compliance to Volunteering best practice.
- Assessing and matching specialist and skilled volunteer capability to organisational and client needs, including where roles must be developed or adapted to utilise that capability

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
• Minimum of three years' volunteer management or HR management experience.	• Tertiary level qualification in Volunteer Management or Human Resources, or equivalent relevant experience in a similar role

Knowledge / Experience

Essential	Desirable
• Excellent working knowledge of volunteer or employment relations • Experience in specialist recruitment of volunteers, capability assessment, and skills/experience matching to opportunities • Strong stakeholder engagement skills and experience, particularly in establishing partnerships from established community networks • Knowledge of international best practice relating to volunteer management and volunteering • Analytical and problem-solving skills. • Excellent oral and written communication skills along with sound listening skills. • Strong relationship building and collaboration skills. • Ability to challenge convention, develop/implement change and identify opportunities for continuous improvement. • Experience people manager/coach, including experience in leading change initiatives and addressing performance/behaviour shortcomings in line with organisational values. • Experience in database and information systems management. Working knowledge and understanding of social media	• Experience in Not-for-Profit organisations. • Experience in National Management of volunteers.

Key Skills / Attributes / Job Specific Competencies

Expert level	• Communication skills – verbal and written • Excellent relationship building and influencing skills • Empathetic and client focused. • Ability to engage and successfully lead people through change • Ability to work in a complex work environment, deal with ambiguity across functions • Specialist volunteer recruitment and capability assessment • Stakeholder engagement and networking
Advanced level	• Team player/highly collaborative – able to achieve outcomes through others • Self-managed and can take initiative • Salesforce
Working Knowledge	• Microsoft Office (Word, Excel, and PowerPoint) Teams and Zoom • Change management principles. • Health and Safety best practice • Flexible, adaptable and enjoys challenge and change. • Change and improvement skills – change champion, continuous improvement. • Data analytics for reporting purposes
Awareness	• Blind Low Vision NZ values and priorities

Blind Low Vision NZ Values

Person Centred – People are at the heart of everything we do and we are led by their needs. We design services that meet people’s needs now and in the future.

Collaborative - We believe that to make change happen, we need to bring people, ideas and resources together in new combinations. Partnerships and teamwork are fundamental to our success and we co-design through effective engagement and collaboration.

Adaptable – We acknowledge the world around us is changing and that we need to change by innovating and applying creative solutions to move forward. We are resourceful in response to this change.

Accountable – We deliver on our promise and hold ourselves responsible. We are honest, candid, transparent and respectful in all aspects of our work, applying good judgement for effective decision-making.

Change to position description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name
Employee Job Title

Date

Approved: Manager Name
 Manager Job Title

Date