**Volunteer Experience Director (new position)**

The objective of this role is to attract, engage, evaluate and recognise the Global volunteer base.

This person should review and execute the entire process from recruitment, onboarding, evaluation as well as recognition and dealing with underperformance, resignation & handover, and any problems that may arise.

**Key deliverables:**

* Recruitment and onboarding – review existing processes and suggest improvements
* Training and development – develop proposals for volunteer training
* Volunteer Coordination / Staffing Plan based upon association’s objectives
* Evaluation – develop evaluation tools for volunteer management
* Off boarding / resignation & handovers – review existing processes and suggest improvements
* Recognition – develop volunteer recognition plan

As the first volunteer in charge of the Volunteer Experience at PWN Global, you’ll get to:

* Champion opportunities to consistently improve the PWN Global volunteer experience
* Drive volunteer engagement and retention, and increase volunteer satisfaction
* Map the volunteer journey and identify opportunities to proactively intervene on the volunteer’s behalf
* Develop listening points in the volunteer journey, define segmentation of volunteer base, and identify opportunities for continuous improvement
* Test new strategies for engaging volunteers actively
* Work closely with the City Network volunteers
* Continually review and evolve the processes that PWN Global uses to track, oversee and organize every interaction between the volunteer and the Global association
* Set up a team to assist you if necessary – define roles and responsibilities and recruit others
* Develop metrics for success: possible metrics could include:
  + Net Promoter Score (NPS)
  + Volunteer Satisfaction
  + Volunteer Churn Rate
  + Volunteer Retention Rate

Experience of customer satisfaction or HR roles would be an advantage.

**Estimated Time Commitment:**

4 hours per week