

Sands

Application Information

Volunteer Co-ordinator

June 2025

About Sands

Sands exists to save babies' lives and ensure that anyone affected by pregnancy loss or baby death receives the support and care they need.

Sands works to ensure that everyone affected by pregnancy and baby loss receives the care and support they need. We provide training so that everyone who comes into contact with bereaved parents and families has the knowledge, skills and confidence to offer sensitive, safe care and support. Our accredited training is available across the UK.

We provide bereavement support services both nationally through our Freephone helpline, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.

Additionally, we promote improvements in practice and support research to better understand the causes of deaths and save babies' lives.

Sands raises awareness of baby loss and works with government, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 47 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by 40% since 2012 and, as part of our strategic plan, is focusing on how we can make the biggest different to the lives of bereaved families and save babies' lives. To find out more, visit www.sands.org.uk

Our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

Sands Staff Benefits

Annual Leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

Employee Assistance Services

As part of its commitment to employee wellbeing, Sands offers all Staff access to the Bupa employee Assistance service which offers free and confidential counselling and wellbeing support. Support is available on a range of issues including legal, financial, emotional, health, and work-related concerns.

Sand Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

Sands Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aviva Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

Life Insurance

All Staff are covered by a Life Insurance Policy which pays 3 x annual salary to nominated beneficiaries. Staff also have access to additional services from Legal and General including legal and financial support, a medical helpline, and a health and wellbeing platform. Additionally, Staff have access to a wide range of shopping offers and discounts, plus advice on finding and funding later life care for their loved ones or themselves.

Flexible Working

All Staff can apply for flexible working with effect from their first date of employment.

Maternity Pay

Staff on maternity leave are paid their full salary for the first 26 weeks of their period of leave.

Tickets for Good

All Staff have membership of a platform which offers free and discounted tickets to a wide range of entertainment events.

Leave for the Death of a Baby or Pregnancy Loss

Any member of Staff affected by the death of baby or pregnancy loss will be granted leave paid at their normal salary, regardless of the type of loss.

Adoption Pay

Staff on adoption leave are paid their full salary for the first 26 weeks of their period of leave.

Volunteering Leave

Staff can take 2 days of paid leave per year to volunteer for another charity

Staff Reward and Recognition Scheme

All Staff can participate in a monthly Reward and Recognition Scheme

Sands is a vibrant, growing charity!

With a clear strategy, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity.

Sands is an inclusive and diversity-friendly employer. We are committed to promoting equality, valuing diversity and working inclusively. We welcome and encourage applications from people of all backgrounds and do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.

About the role

Sands offers support to anyone affected by the death of a baby.

Our volunteers are incredible! They run peer support, community-based activity, build relationships with hospitals, run football teams, cheer at events and much more. Putting them first and enabling the activity they deliver is the primary goal of the Community and Volunteering Team.

Sands has over 120 peer support groups (run through Groups or Teams), over 100 Hospital Liaison Volunteers and many more volunteers who support with organising, running, and fundraising for local activity. But we know that there are still communities where in person, localised support for those impacted by pregnancy and baby loss doesn't exist and where we want to grow. As well as invest in the experience and support for existing volunteers.

This is a high-profile and exciting new role which is responsible for ensuring provide a smooth, inclusive, supportive and empowering journey to all volunteers. Allowing them to be able to focus on what's most important, the activity they deliver in their community. This means delivering on engaging recruitment experiences, smooth and informative onboarding, and meaningful recognition. This post is the linchpin in ensuring this all happens.

With experience of coordinating volunteering programme on a regional or national basis, you will be passionate and knowledgeable about the potential for volunteering within the charity sector.

You will be an outstanding, 'hands on', people person with energy, a positive, warm style, who can support and motivate people and teams to engage with projects with positive outcomes.

Experience of working with and getting the most out of CRMs is essential, as is the ability to establish and maintain productive relationships with a wide variety of internal stakeholders and volunteers working in a collaborative and inclusive way.

Additionally, you will be able to develop high quality resources which remain responsive to the changing needs of internal and external stakeholders, i.e. volunteering framework documents, process flows and template emails to help support an excellent volunteer experience.

To apply:

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to recruitment@sands.org.uk.

CVs and supporting statements should be sent as attachments to an email in either Word or PDF format. The title of the attachments should be your first name, surname and either CV or supporting statement e.g. "Name CV"

Please also complete the Diversity and Equality Monitoring Form and send this with your application.

Closing date for applications: 1st July 2025

Interview Dates: w/c 14th July 2025

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held online.**

Job Description

Job Title:	Volunteering Coordinator
Responsible to:	Head of Community Engagement and Volunteering
Location:	Home-based
Location remit:	National role
Salary:	£16,215 per annum (£31,530 FTE) plus £160 Home Working Allowance (£312 FTE)
Hours:	18 hours per week

About the role:

Sands volunteers are incredible! They run peer support, community-based activity, build relationships with hospitals, run football teams, cheer at events and much more. Putting them first and enabling the activity they deliver is the primary goal of the Community and Volunteering Team.

Sands has over 120 peer support groups (run through Groups or Teams), over 100 Hospital Liaison Volunteers and many more volunteers who support with organising, running, and fundraising for local activity. But we know that there are still communities where in person, localised support for those impacted by pregnancy and baby loss doesn't exist and where we want to grow. As well as invest in the experience and support for existing volunteers.

To do this well we want to provide a smooth, inclusive, supportive and empowering journey to all volunteers. Allowing them to be able to focus on what's most important, the activity they deliver in their community. This means delivering on engaging recruitment experiences, smooth and informative onboarding, and meaningful recognition. This post is the linchpin in ensuring this all happens.

Through the creation of new processes, dynamic use of Sands new CRM (Beacon) and continuous process improvement, as well as a person-centred approach, you'll be at the heart of strengthening volunteer involvement at Sands.

As well as creating and improving processes, you'll be working alongside another Volunteering Coordinator to deliver them and ensure timely delivery of recruitment, onboarding, recognition and offboarding. Working together to support seamless, motivating and efficient experience for volunteers.

Responsibilities:

Volunteer recruitment, onboarding, recognition and saying goodbye

- Effective delivery of volunteer recruitment, on-boarding and off-boarding for a range of volunteer roles
- Guide the welcoming journey for Befrienders (Groups) and Team Managers (Sands United), including supporting them through training, IT set up and beyond
- Delivering on appropriate checks and balances for different volunteers and ensuring good information/file management and record keeping
- Support volunteer-involving teams and staff members with approach to recruitment of new volunteers, and where they manage volunteers, support their best practice of volunteer involvement
- Use Beacon (CRM) to facilitate effective process delivery, including data collection, monitoring and reporting.
- Deliver regular planned and unplanned volunteer recognition activity, including developing new ideas to ensure volunteers feel seen and valued throughout their volunteer experience

Process creation, improvement and monitoring

- Develop and continuously improve the volunteering foundations at Sands
- Create new processes where they are needed and where they can support more effective involvement of volunteers
- Improve processes where they are sluggish and outdated, removing barriers, improving efficiency and the volunteer experience
- Develop and bring into BAU data analysis tools, reporting and insights by making good use of Beacon (CRM). Including coordinating diversity monitoring.

Project work and volunteering development

- Work with colleagues to co-create new volunteer involvement opportunities across the organisation
- Join Community and Volunteering project teams to work on key moments of activity across the year such as Community Days, Baby Loss Awareness Week, Volunteers Week, Sands Awareness Week, Volunteer Awards and Winter activity.

Part of the Community and Volunteering Team

- Liaise regularly with other Sands departments/teams and keep up to date with what they are doing, working flexibly across the organisation
- Promote and celebrate volunteering, volunteers and the Community and Volunteering Teams activity to colleagues
- Cultivate a positive and supportive atmosphere for volunteering within Sands by working with staff teams to identify opportunities and creating a supportive culture

This job description is not contractual and is liable to change over time

Person Specification

Importance	Criteria
Essential	Passionate and knowledgeable about the potential for volunteering within the charity sector
Essential	Experience of coordinating volunteering programme on a regional or national basis
Essential	Highly organised, proactive and self-motivated
Essential	An understanding of the motivations for volunteering particularly within a bereavement context
Essential	An outstanding, 'hands on', people person with energy, a positive, warm style, who can support and motivate people and teams to engage with projects with positive outcomes.
Essential	Experience of working with and getting the most out of CRMs
Essential	Experience and commitment to ensuring diversity is central to Sands work and that the bereaved parent voice is represented across all areas including type of bereavement, younger parents, parents from higher risk and marginalised groups
Essential	Commitment to work flexibly and travel across the region (and where necessary, across the UK) to engage with potential stakeholders as required
Essential	Proven ability in establishing and maintaining productive relationships with a wide variety of internal and external stakeholders and organisations working in a collaborative and inclusive way
Essential	Ability to develop high quality resources which remain responsive to the changing needs of internal and external stakeholders, i.e. volunteering framework documents, process flows, and template emails to support an excellent volunteer experience
Essential	Excellent verbal and written communication skills and experience of drafting well written guidance, reports and resources
Essential	Ability to identify and manage the risk and issue process
Essential	Ability to represent Sands professionally
Essential	A demonstrable commitment to Sands' aims
Essential	A self-starter with good time management skills and the ability to manage external suppliers to deliver their commitments to time and required quality
Desirable	Commitment to keep up to date with relevant volunteering research and ability to use and communicate findings
Desirable	Knowledge and experience of this area of work and of the issues relating to baby loss