

# UK Volunteering Forum

## Investing in Volunteers

### *Quality Assurance Panel*

## Recruitment of Chairperson



*Investing in Volunteers is the National Quality Standard recognising good practice in organisations' volunteer management.*

**October 2021**



# UK Volunteering Forum

On behalf of the UK Volunteering Forum, thank you for your interest in the role of **Chairperson, Investing in Volunteers Quality Assurance Panel**.

We hope you find this information pack useful, it contains the following information:

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**Closing date for applications is 5.00pm Thursday 3 February 2022**  
To be sent to [jstone@wcva.cymru](mailto:jstone@wcva.cymru)

# UK Volunteering Forum

## 1 The UK Volunteering Forum (UKVF)

1.1 The UKVF exists to facilitate collaboration between the four national agencies supporting volunteering which is a devolved matter in the 4 Countries of the UK (England, Northern Ireland, Scotland and Wales). These are:

NCVO  
Volunteer Now  
Volunteer Scotland  
Wales Council for Voluntary Action

1.2 The aims of the UKVF are to:

- act as a liaison mechanism between members
- facilitate routine co-operation through the exchange of information, publications, discussion documents, exchange visits and meetings around specific issues;
- identify resources to develop the work of the Forum
- undertake analysis of policy issues to provide a co-ordinated response
- influence the volunteering and social policy agenda at a UK level
- support UK-wide volunteering projects including research, development, campaigns and accreditation initiatives
- meet with key territorial Government Departments and with other agencies with a volunteering interest.
- share information regarding the Charters with the TUC in each Nation, particularly in relation to Job Substitution and Volunteering.

## 2 Investing in Volunteers

2.1 Members of the UKVF believe that *Investing in Volunteers* has an important role in the development of good practice in volunteering.

2.2 The *Investing in Volunteers* standard is jointly owned by the four members of the UKVF; decisions about the status, ownership or development of the standard must receive the unanimous agreement of all members.

2.3 The UKVF is the guardian of the standard and the awarding body, responsible for the maintenance, quality assurance and development of *Investing in Volunteers*.

2.4 Members of the UKVF are responsible for the management and delivery of *Investing in Volunteers* in each of the four countries of the UK.

2.5 The UKVF is the awarding body for the *Investing in Volunteers* standard.

2.6 Successful iV Achievers will receive an Award certificate endorsed by the UKVF as well as a Plaque.

# Investing in Volunteers Standard

## 3 Investing in Volunteers Standard

- 3.1 Investing in Volunteers is the national quality standard recognising good practice in organisations' volunteer management.
- 3.2 The standard is applicable to any volunteer involving organisation with any number of volunteers across the third and public sectors.
- 3.3 The standard is based on all areas of volunteer management and the volunteer journey. These areas have been divided into 6 Quality Areas each supported by a range of practices that each organisation needs to be carrying out in order to achieve the Investing in Volunteers Award.
- 3.4 Investing in Volunteers is a web based product, the web site address is <https://investinginvolunteers.co.uk/>
- 3.5 The accreditation process consists of 6 Steps and is a twelve month supportive development journey to ensure positive and quality involvement of volunteers.
  - Step One: Getting Started – Introductory Workshop
  - Step Two: Self-Assessment
  - Step Three: Improving Practice
  - Step Four: Assessment
  - Step Five: Achieving and Celebrating the Award
  - Step Six: Continual Improvement and Renewing your Award
- 3.6 **Assessors** have responsibility for guiding organisations through the accreditation process. Assessors have met approved liV training requirements and work to the guidelines and standards for each of the 6 liV Steps as outlined in the liV Assessor's Manual.
- 3.7 **Lead Assessors (LAs)** have responsibility for a number of Assessors. They provide support to the Assessors in working through the 6 Steps in particular around making judgements and writing reports. They work together to implement the local Quality Assurance process and Lead Assessors from each country are represented on the UK Quality Assurance Panel.
- 3.8 **The UK Operations Group** is made up of the liV Managers from each of the UKVF members. Country Managers have responsibility for liV management and delivery in their respective countries. This group is responsible for reviewing and developing systems, procedures and other operational issues required to deliver Investing in Volunteers as a UK wide organisation quality Standard. The Group reports to UKVF and feeds into and responds to feedback from the UK Quality Assurance Panel.

# Quality Assurance

## 4 Awarding Body

- 4.1 The UK Volunteering Forum is the Guardian for the Standard and takes responsibility for the functions of an Awarding Body. This includes:
- development of, and any significant changes to the Standard
  - sustainability and credibility of the Standard
  - positioning of the Standard (in relationship to other such standards and awards)
  - future development of the brand
- 4.2 The organisational framework for delivery of Investing in Volunteers consists of:
- Awarding Body (UKVF)
  - UK Quality Assurance Panel
  - UK Operations Group
  - Lead Assessors
  - Assessors
  - Partner Agencies and Advisors (eg Volunteer Centres in England & Wales)

The Awarding Body has overall responsibility for quality management and assurance for the Award. The UKVF formally agrees and recognises organisations that have successfully achieved the Standard after completion of a full quality assurance process signed off by the Lead Assessor and Country Manager.

- 4.3 The Awarding Body's Quality Assurance Role is to:
- Establish and maintain QA and control procedures.
  - Recruit and support the Chairperson of the QA Panel and liaise with him/her throughout the year about QA Panel reports or issues
  - Ensure QA Panel members are competent to perform their role.
  - Ensure consistency between country Lead Assessors and ensure good practice and competence in carrying out their role
  - Ensure the QA Panel carry out their role effectively e.g. moderation, review of organisation journeys, quality of assessors and assessment
  - Ensure the QA panel is provided with information, guidance and training.
  - Commission independent reviews of roles, responsibilities and standards if required.

## 5 UK Quality Assurance Panel for Investing in Volunteers (QA Panel)

- 5.1 The purpose of the Quality Assurance (QA) Panel is to ensure that quality is being maintained in Investing in Volunteers (IiV) across the UK and report on this to UKVF. They do this by providing a moderation role on the whole process.
- 5.2 The QA Panel consists of a Lead Assessor representative from each of the four countries that make up the UK, and external Independent Members with specific experience and expertise in delivering quality systems in each of the 4 countries. The Panel is led by an Independent Chair, appointed by the UKVF for a three-year term.
- 5.3 The Panel's role is to:
- Monitor quality and consistency of assessment practice and procedures against the standard.
  - Provide assurance to the Awarding Body that Assessors and Lead Assessors are operating in accordance with good quality standards and procedures.
  - Ensure standardisation of assessment practice.
  - Ensure that Assessors/Lead Assessors are competent in their roles, monitoring:
    - ✓ competence in assessment
    - ✓ competence in report writing
    - ✓ knowledge of the standards and good practice
    - ✓ knowledge of the systems and documentation
    - ✓ understanding of the QA process.
  - Provide support and extra quality checks if LA and Country Manager raise issues during the process.
  - Provide reports to QA Panel Chair and UKVF
  - Hear appeals from registered organisations and report complaints to the UKVF.

The Panel achieves its role through quarterly reviews of a sample of IiV Organisation Journeys (a folder of evidence of assessor and lead assessor involvement and customer feedback at each step of the process) and an annual moderation meeting.

# Chairperson Quality Assurance Panel Role Description & Selection Criteria

## 6 UK Quality Assurance Panel (QA Panel) - Chair's role

6.1 The Chair is responsible for developing, directing and moderating the quality framework underpinning the award of the Investing in Volunteers Standard and for providing feedback to the Awarding Body on the robustness of the process.

6.2 The Chair is independent from members of the UKVF and should meet the person specification agreed by the Awarding Body and UK QA Panel. See below.

6.3 The Chair is appointed for three years and this may be renewed for a further term of two years by mutual agreement.

### 6.4 Tasks

- Chair the Investing in Volunteers Quality Assurance Panel meeting once a year
- Ensure that the quality framework and processes are fit for purpose to maintain a consistent Investing in Volunteers Standard and consistent quality delivery to organisations registering for the Award.
- Lead and support the QA Panel in the execution of its duties and be available to offer advice to the Operations Group
- Assist with the quarterly review and standardisation of organisations' liV journeys and feedback to Lead Assessors
- Agree the agenda for the QA Panel meeting with the Investing in Volunteers Country Manager responsible for servicing the Panel
- Ensure that members of the QA Panel are appropriately qualified and competent to perform their role
- Provide expert advice and guidance to Investing in Volunteers managers on the implementation of policy with regards to assessment and award of Investing in Volunteers
- Ensure that the Investing in Volunteers Complaints Procedure is appropriately implemented and is regularly reviewed, report to the UKVF on all formal complaints
- Ensure that the Investing in Volunteers appeals procedure is appropriately implemented and is regularly reviewed, report to the UKVF on all formal appeals
- Provide an annual report to UKVF meetings on Quality Assurance issues concerning Investing in Volunteers.
- Keep abreast of Investing in Volunteers issues, including attending relevant meetings
- Attend ad hoc conferences, presentations for Investing in Volunteers or training.

## 6.5 Selection Criteria

The following essential skills and experience are required:

- knowledge of the Investing in Volunteers Standard
- an understanding and working knowledge of quality assurance systems
- an understanding and working knowledge of organisational assessment procedures
- experience and ability to effectively chair meetings
- ability to be objective and fair in taking and/or leading the decision-making process
- ability to work with a range of individuals
- good communication skills both verbal and written
- an understanding of volunteering and a commitment to good practice in volunteer management

## 6.6 Out of Pocket Expenses

The role of Chairperson Quality Assurance Panel is unpaid; out of pocket expenses will be re-imbursed with regard to agreed costs incurred e.g. travel and subsistence. Where possible meetings will be online.

## 6.7 Time Commitment

There is one full meeting of the QA Panel each year (usually end of April) and it should last no more than 2-3 hours. As above it is intended where possible that these meetings will be held online. Some preparation will be required in advance to read reports from Independents and Lead Assessors and after the meeting a report will be written by the Chair and sent to UKVF (pre and post meeting time max 2-3 hours).

Throughout the year the QA Panel Chair will participate in the reviews of organisation journeys. This consists of reviewing up to 2 organisation journey folders each quarter (approx. half day/quarter)

There may be additional email or telephone support during the year.

Estimate time requirement 3 - 4 days in a year.

An induction meeting will be provided before commencement.



# Application Process

## 7 Application Process

- 7.1 Applicants are required to submit a CV with an accompanying statement, of no more than 500 words, indicating how they meet the selection criteria within the context of the responsibilities as set out in the role description.
- 7.2 Closing date for applications is **5.00pm Thursday 3 February 2022.**
- 7.3 Completed applications should be sent, in confidence, to

Judith Stone  
Assistant Director  
Wales Council for Voluntary Action

E-mail: [jstone@wcva.cymru](mailto:jstone@wcva.cymru)

Applications by email will be accepted.

