

Training and Development – Volunteer Development Assistant

Position	Volunteer Development Assistant
Reports to	Training and Development Manager
Hours	5 - 10 hours per week (flexible to support university study)
Salary	Volunteer
Workplace Type	Hybrid/Home based
Job location	Essex
Job type	Volunteer
Travel	Essex (predominantly Chelmsford and Colchester)
Contract	Volunteer Agreement
Closing date	Open
Interviews	Tbc

Role Summary

Working under the guidance of the Training and Development Manager, the Volunteer Development Assistant will support research, consultation, and evidence-gathering activities that inform service development, funding applications, and training initiatives. The role is learning-focused and does not involve line management, operational responsibility, or direct casework, providing a safe and supportive opportunity to develop practical skills within the voluntary sector.

Job Description

As the Volunteer Development Assistant, you will be contributing to evidence-gathering for new projects and services. You will be focused on three key areas

- Supporting domestic abuse research
- Contributing to evaluation activities
- Assisting with training and development initiatives across the organisation

This role does not involve direct work with service users or the delivery of frontline support and is well suited to a University of Essex student seeking practical research experience within the voluntary sector.

Scope of Work

Service Delivery

- Support the collection and analysis of quantitative and qualitative data to help evidence community and service need.
- Assist with the design and delivery of surveys, focus groups, and consultation activities, following trauma-informed and safe engagement principles.
- Contribute to the preparation of needs assessments, research summaries, and written inputs for service development or funding applications.
- Support research, learning, and evaluation activity linked to training and development initiatives.

- Monitor and summarise relevant domestic abuse sector developments, policy changes, and emerging areas of need, as directed.
- Participate in training and learning opportunities to build understanding of the organisation's work and the wider domestic abuse sector.

Multi-Agency and Partnership Work

- Support information-gathering activities by liaising with external researchers, academic contacts, and partner agencies, as directed.
- Assist with requesting information from external organisations, including supporting the preparation and tracking of Freedom of Information (FOI) requests, under guidance.
- Communicate professionally and appropriately with external contacts, representing the organisation in line with its values and policies.

Recording and Governance

- Maintain accurate and timely records of research, consultation activity, and outputs in line with organisational systems and guidance.
- Support data management tasks, including organising datasets, survey responses, and consultation findings.
- Handle information sensitively and maintain confidentiality at all times.
- Work in accordance with safeguarding, data protection, and information governance policies and procedures.

Any indirect engagement (such as supporting surveys or consultation activity) will be planned, supervised, and conducted in line with trauma-informed practice and organisational guidance.

Person Specification

- Excellent written and verbal communication skills.
- Ability to work independently, manage time effectively, and complete tasks as required.
- Ability to work collaboratively within a team.
- Proficient IT skills, including Microsoft Office and virtual meeting platforms.