



Head of Volunteer Programmes

JOB DESCRIPTION



we are transforming lives for good

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- One million children are living in destitution – the most severe form of poverty (JRF 2023)

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.



Head of Volunteer Programmes

Location:	TLG's National Support office in Bradford, West Yorkshire, with Hybrid or Remote working options dependent on candidate's location
Salary:	£35,954.40 – £38,888.80 (£44,943 – £48,611 FTE)
Hours:	30 hours per week (0.8 FTE, equivalent 4 days)
Reporting to:	Director of Programmes
Contract:	Permanent

Organisational Vision & Context:

At TLG, we're passionate about building an exceptional staff team that's committed to making a real difference in the lives of struggling children across the UK. We're always on the lookout for great people to journey with us towards our vision, and we're excited to offer a unique opportunity for a motivated and mission-driven individual to join our team as Head of Volunteer Programmes.

TLG's programmes aim to bring fulness of life for every child, no matter what struggles they face. Each programme is different, but the common thread is an unwavering resolve to transform lives for good.

Mobilising over 200 churches and 1,500 volunteers, TLG's volunteer programmes – Early Intervention and Make Lunch – currently support around 5,000 children and their families each year. However, our vision goes further: we aim to see many more churches partner with us to transform lives for good in their communities.

This Role's Impact:

We are seeking an experienced people and operations leader who is passionate about the issues of mental health, poverty, and social justice that underpin our volunteer programmes. This role will help us drive even greater impact through our network of church partners.

They will be naturally relational, organised, and collaborative – empowering others to lead where they are and championing the vital role of the local church in community transformation. With an inquisitive and solution-focused mindset, they will be skilled at identifying and guiding new ways of working that strengthen efficiency, productivity and impact.

With excellent people, communication, and training skills, they will lead and develop a staff team responsible for volunteer management, embedding TLG's culture and values across both programmes. Our new Head of Volunteer Programmes will be a leader who is both operationally sharp and relationally intuitive – able to pioneer with resilience and build a strong, healthy team culture that enables exceptional performance.



JOB DESCRIPTION CONT.

Job Tasks:

Strategic Leadership

- Lead TLG's volunteer programmes' operational planning and execution, gathering, influencing and equipping others to think, plan and deliver priorities that will grow our voice, reach and impact.
- Lead in developing new ways of working to achieve greater efficiency and impact, proactively exploring digital solutions, and building continuous improvement and learning into team culture and performance.
- Contribute to the development, execution and monitoring of organisational strategy.
- Model and lead the mainstreaming of TLG culture and values through direct reports and across all programme partnerships, creating a psychologically safe environment where mistakes are embraced as learning opportunities.
- Champion a learning culture that educates on the barriers faced by children with additional needs, from disadvantaged backgrounds and/or from ethnic minority groups, which they may need help to overcome in order to break inequality and deep-rooted societal bias.
- Support new programme development and innovation across TLG, bringing strategic leadership and developmental ideation as a senior leader.

Operational Leadership

- Lead, line manage, enable and develop a UK wide staff team of Church Relationship Leads to support, grow and develop our network of partner churches implementing TLG's volunteer programmes.
- Ensure training and onboarding of new church partners is efficient and effective, working excellently with all relevant teams and stakeholders to equip them to become healthy, vibrant and growth-oriented.
- Ensure ongoing excellence in the operational delivery of TLG's volunteer programmes through nurturing strong engagement and growth-oriented relationships with church volunteer teams.
- Hold Deputy Designated Safeguarding Lead (DSL) responsibility for TLG's volunteer programmes, and ensure compliance and best-practice in safer recruitment and safeguarding is upheld in all aspects of operational delivery, strategy and policy.
- Ensure operational compliance with internal and external quality standards, including food hygiene, allergy awareness, data protection and health & safety standards.
- Manage TLG's volunteer programmes' finances and budget, where applicable.
- Lead regular team meetings to progress strategic and operational objectives.



JOB DESCRIPTION CONT.

Job Tasks (continued):

Programme Development

- Lead all aspects of impact and performance data collection, analysis, reporting and usage to improve the effectiveness and impact of TLG's volunteer programmes.
- Advocate and drive performance within the team and across TLG in relation to connecting children, young people and families into the wider support of the local church, including contributing to strategy development and delivery.
- Stay informed on developments in relevant provision in order to maximise TLG's national voice in key strategic areas relating to TLG's volunteer programmes.
- Ensure all practice remains cutting-edge by listening to and outworking the voices of children, young people and families through all TLG volunteer programme activity.
- In collaboration with TLG colleagues and external providers, ensure correct usage and appropriate development of all business systems integral to the delivery of TLG's volunteer programmes.

Influencing & Collaboration

- Collaborate with TLG's Marketing, Comms & Advocacy team to ensure all volunteer programme-related outgoing communications and resources accurately reflect and effectively communicate TLG's vision, mission and impact.
- Represent TLG internally and externally in cultivating, developing and managing strategic relationships with other charities and partners, including assisting with grant applications and funder meetings when required.
- Ensure TLG's volunteer programmes are kept at the forefront of TLG staff awareness and prayer.
- Lead relationally, modelling TLG culture, investing in team members and developing a team dynamic that is fun, empowered, ambitious, hopeful, and achieves goals together in faith.
- Collaborate well with other TLG teams, church partners, volunteers and funders, striving for continual learning and development to serve children, young people and families in need in the best way possible.

JOB DESCRIPTION CONT.

Key Indicators for your first 365 days in role:

- Continue to grow the size of our church partner network for both volunteer programmes (2026 target: average 8% net growth in network).
- Continue to increase the reach of our church partner network for both volunteer programmes (2026 target: average 15% net growth in children helped).
- Review ways of working across both volunteer programmes, developing strategic improvement plans that leverage digital opportunities and operational efficiencies.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Deputise for Director of Programmes as and when required to do so.
- Take on additional responsibilities for tasks as your role develops.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Good general standard of education including as a minimum English and Mathematics GCSE at grade A*-C (9-4) or equivalent. Bachelor's degree or equivalent. 	<ul style="list-style-type: none"> Master's degree in relevant subject. Full driving license.
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> Excellent people leadership, demonstrating a relational leadership approach. Good understanding of UK church context across denominational boundaries. Excellent social and communication skills to engage individuals and ensure co-operation to achieve the best possible outcomes. Highly effective personal leadership and the ability to role model the culture and values of TLG. Excellent negotiation skills, with the ability to lead up and across the organisation to ensure outcomes are achieved and deadlines met. Ability to extract and analyse complex data, communicate it simply and use it to inform decision-making and development. Effective time management skills and ability to organise and prioritise own workload and to keep to deadlines. Excellent training and/or teaching skills, with an ability to not only impart knowledge but also empower with skills. Ability to work with accuracy and attention to detail. Ability to work unsupervised in a busy environment. Ability to take initiative and work proactively. Ability to listen and develop people in groups and as individuals. Administration skills including using Microsoft Office applications. Commitment to actively pursue ongoing personal and professional development in order to enhance the contribution to TLG. 	

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Experience in managing projects, meeting deadlines and working with stakeholders. • Experience in managing, analysing and using data productively. • Experience of supporting children and families in a voluntary capacity. • Experience of teaching or training others. • Understanding of wider government policies and practice on the issues churches face in serving vulnerable children and families. • Safeguarding experience supporting teams to deliver safer recruitment and operational activity that prioritises the safety and wellbeing of children and young people. • Experience line-managing teams of remote workers. 	<ul style="list-style-type: none"> • Lived experience of injustice or prejudice that enables understanding of others to be developed meaningfully.
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none"> • Commitment to actively pursue ongoing spiritual development of themselves and colleagues within the life of a local church. • Attend and participate fully in devotions, prayer meetings and staff conferences to enhance spiritual relationships within team. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities. • To be an active part of a church family. 	
ADDITIONAL	<ul style="list-style-type: none"> • Play an active part in promoting the work of TLG, including the recruitment of individual regular donors into TLG's Hope Giver scheme. • Complete an enhanced DBS check prior to employment, revealing no reason for the applicant being unsuitable to work with young people. • Provide three referees. At least one referee needs to represent Christian commitment and be able to comment on your faith and growth as a Christian. References will be taken up after final interviews. • Provide evidence of qualifications and suitability to work in the UK. 	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life, and an option to upload a CV later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

Note: If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.