



Volunteer Engagement Partner

Application prospectus

Registered Charity No. 1113140



**Cornwall
Hospice**

Welcome to Cornwall Hospice

Thank you for your interest in joining us in an exciting new role as our Volunteer Engagement Partner.

We are a 24/7 Cornish healthcare charity dedicated to providing compassionate end-of-life care for people living with terminal illnesses.

Our team of skilled clinicians and volunteers support patients and their loved ones — including families, carers, and friends — at Mount Edgcumbe Hospice in St Austell, St Julia's Hospice in Hayle, through our Community Services, and where appropriate, in people's own homes and local care homes.

Our ethos centres on ensuring that every person experiences a good death — one that honours their wishes and values, and makes each of their final days meaningful for them and those close to them.

This exciting role offers an excellent opportunity to make a real difference by being part of the team that deliver the funds to enable this outstanding care to be provided.

It is an excellent time to be joining Cornwall Hospice as we celebrate our 45th anniversary of providing care to the people of Cornwall. As we move forward, this role will help our volunteers to continue to excel.

I hope this prospectus encourages you to apply and we look forward to hearing from you soon.

With very best wishes,

Paul Brinsley

Chief Executive



About us

Our Purpose

To provide compassionate, specialised end of life care for patients, their families and carers. Together with our local community in Cornwall we will continue to make every day matter.

One Team

Our staff and volunteers are at the heart of everything we do, they make our charity tick. We have **290** full and part time staff and **1,605** volunteers and everyone brings skills to meet the wide variety of roles we have. We are all ambassadors in the community too, spreading the word about the end of life care we provide, that's **100% free** to our patients and funded by the Cornish community.

Our Board of Trustees are committed to investing in our team through continual professional development, via face to face and online training.

We are also actively involved in supporting external healthcare workers and those who'll be the workforce of the future. We host medical students, doctors training to be GPs, nursing and other allied healthcare students, care home staff and paramedic trainees.

Funding

It costs **£7.8m** a year to provide all the care we offer. This care is provided free of charge but funded by the community of Cornwall. Just **9%** of our costs are met by the NHS commissioners with the rest being raised through voluntary income, via our network of 31 shops, fundraising events, lottery, philanthropic giving and other commercial interests.



We provide hospice care because...

...we have one opportunity to get end of life care right for the people of Cornwall.



Thank you for your interest in joining Cornwall Hospice as our new Volunteer Engagement Partner. This is an exciting time for our charity as we continue to develop a more people-centred, community-focused approach to engagement, fundraising and volunteering.

This brand new role has been created following an internal promotion within the team. As we reviewed the previous post, it became clear that the role had grown significantly and we recognised the need for a dedicated focus on volunteering.

Volunteers are at the heart of everything we do. With more than 1,600 volunteers supporting Cornwall Hospice, they play a vital role in helping us deliver exceptional care and support to patients, families and communities across Cornwall.

This role offers a fantastic opportunity to shape the future of volunteering within our charity. We are looking for someone who is passionate about people, enjoys building relationships and is committed to creating an outstanding experience for our volunteers.

If you share our values and are excited by the opportunity to make a lasting impact, I would be delighted to hear from you.

Amanda Addo, Head of Engagement

Role brief

Job title

Volunteer Engagement Partner

Location

Based at our Head Office in St Austell with frequent travel across our county.

Salary

£38,295

Responsible to

Head of Engagement

Hours of Work

37.5 hours per week, worked flexibly over evenings and weekends, as required.



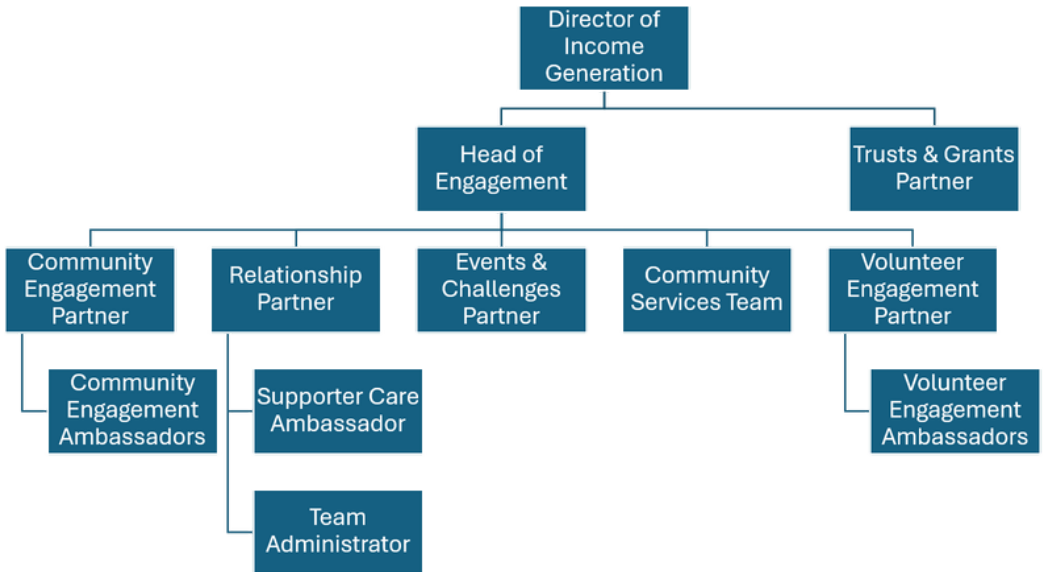
Job Role

As Volunteer Engagement Partner, you will play a pivotal role in shaping the future of volunteering across our charity, ensuring that volunteering remains a vibrant, inclusive and rewarding experience for everyone involved. You will lead the development and delivery of an ambitious volunteer strategy, growing both the scale and impact of volunteering while creating opportunities for people to make a meaningful difference within their communities.

This is an exciting opportunity to champion the volunteer voice, build strong relationships across the organisation and wider community, and develop innovative approaches to attracting, engaging, supporting and recognising volunteers.

Working in partnership with colleagues from all areas of the hospice, you will help ensure our volunteers are equipped, empowered and valued as an integral part of our workforce and culture.

Organisational Structure



What you'll be doing

Volunteer Engagement Partner

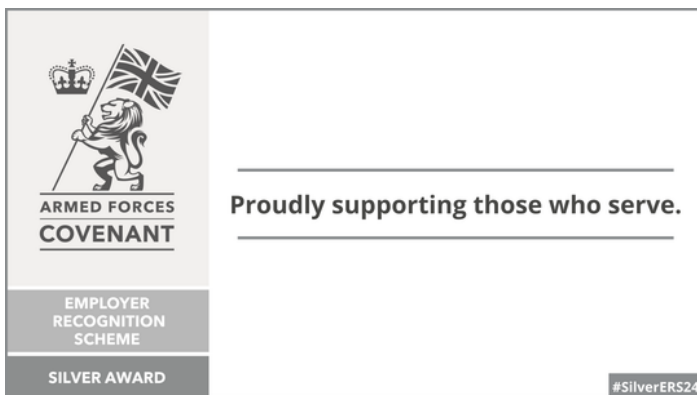
- Lead and inspire the Volunteer Engagement Ambassadors, ensuring the delivery of an outstanding volunteer experience across Cornwall Hospice.
- Develop and implement a strategic plan to increase the scale, diversity, quality and impact of volunteering throughout our charity.
- Act as a passionate ambassador for Cornwall Hospice, representing the charity at events, meetings, conferences and within local communities across Cornwall.
- Build and maintain effective relationships with external partners, voluntary sector organisations, educational establishments, businesses and community groups to identify opportunities for collaboration and volunteer growth.
- Work collaboratively with colleagues to embed volunteering across all areas of the organisation and maximise the contribution volunteers make to our services.
- Lead the development and delivery of innovative volunteer recruitment campaigns to attract a diverse and sustainable volunteer workforce.
- Ensure our volunteers experience a seamless and positive journey, from initial enquiry and onboarding through to ongoing support, development and recognition.



What you'll be doing

Volunteer Engagement Partner

- Develop and deliver effective volunteer communication and engagement initiatives, ensuring volunteers feel informed, connected and valued.
- Champion the volunteer voice, creating opportunities for volunteers to influence and contribute to organisational development and decision-making.
- Lead initiatives that celebrate and recognise the invaluable contribution volunteers make to Cornwall Hospice.
- Maintain effective governance of volunteering activity, ensuring policies, procedures and practices are compliant, current and aligned with best practice.
- Monitor, analyse and report on volunteering activity, outcomes and impact, using data and insight to drive continuous improvement and demonstrate the value of volunteering.
- Keep professional knowledge and practice up to date, remaining informed of emerging trends, legislation and best practice within volunteer management and engagement.



What you'll bring

Our ideal Volunteer Engagement Partner will have the following knowledge, skills, experience and qualities. We all have different experiences, so we don't expect all candidates to meet every requirement. If you have a few gaps and a plan on how you would address these, we would love to hear from you.

Qualifications, Knowledge and Experience

Essential:

- Demonstrable experience of recruiting, managing, motivating and supporting volunteers within a charitable, community or customer-focused environment.
- Experience of developing and maintaining successful relationships with a wide range of stakeholders; including volunteers, community groups, corporate partners and colleagues.
- Experience of leading projects or initiatives and successfully delivering outcomes.
- Strong communication and interpersonal skills, with the ability to engage, influence and inspire people from diverse backgrounds.
- Ability to work independently while managing multiple priorities in a fast-paced environment.
- Experience of analysing and interpreting data to evaluate impact and support decision-making.
- Good understanding of volunteer management principles, including volunteer recruitment, retention, engagement and recognition.
- Strong organisational and administrative skills, with attention to detail and a commitment to high standards.
- Competent IT skills, including Microsoft Office applications and CRM or volunteer management systems.
- Full UK driving licence and access to a vehicle, with the ability to travel extensively across Cornwall.

What you'll bring

Qualifications, Knowledge and Experience

Desirable:

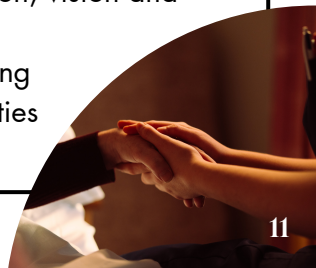
- A recognised qualification in Volunteer Management, Leadership and Management, Community Development, Human Resources, Fundraising, or related discipline.
- Membership of, or engagement with, professional volunteer management networks.
- Experience of developing volunteer strategies and implementing organisation-wide volunteering programmes.
- Experience of managing teams.
- Experience of working within the charity, healthcare or hospice sector.
- Knowledge of current legislation and best practice relating to volunteering, safeguarding and data protection.
- Experience of delivering presentations, training or workshops to volunteers and stakeholders.



What you'll bring

Desirable Personal Traits

- Passionate about the value and impact of volunteering and committed to creating exceptional volunteer experiences.
- A natural relationship-builder who enjoys connecting with people from all backgrounds and communities.
- Enthusiastic, approachable and highly engaging, with the ability to inspire and motivate others.
- Self motivated and proactive, with the drive to identify opportunities and turn ideas into action.
- Innovative and creative in developing volunteering opportunities and solving challenges.
- Resilient and adaptable, thriving in a dynamic and evolving environment.
- Confident working independently whilst maintaining strong collaborative relationships across teams.
- Empathetic and emotionally intelligent, with the ability to support and influence a diverse range of individuals.
- Flexible and committed, willing to work across a varied schedule including evenings and weekends when required.
- Highly organised with excellent time management skills and the ability to balance multiple priorities.
- A positive ambassador for Cornwall Hospice, demonstrating professionalism, integrity and enthusiasm at all times.
- Committed to equality, diversity and inclusion, ensuring volunteering opportunities are welcoming and accessible to all.
- Values-driven, with a genuine commitment to the mission, vision and values of Cornwall Hospice.
- Comfortable working in a highly mobile role, embracing opportunities to engage with volunteers and communities across Cornwall.



What we can offer you

You can find a very rewarding career with Cornwall Hospice. As well as being part of a team making a real difference to our Cornish community, we offer a generous employment package.

Salary

- £38,295

Terms

- The successful candidate will join on a permanent contract, subject to a three month probation period.

Pension

- A stakeholder pension scheme with matched contributions up to 4%.

Hours of Work

- 37.5 hours a week, worked flexibly, as required.

Flexible Annual Leave

- Generous annual leave of 36 days per year, including bank holidays.
- Ability to buy or sell one week of leave each year.

Life Assurance

- Death in service life assurance of three times annual salary.

Sick Pay

- Enhanced sick pay, increasing with length of service.

Medical and Wellbeing

- Non-contributory medical cash plan providing payments towards everyday healthcare treatments.
- Employee Assistance Programme offering virtual and face to face counselling.
- 24/7 access to remote GP services.
- Access to Blue Light Discount Card.
- Free membership of Perkbox providing discounted shopping and wellbeing resources.
- Free complementary therapies.

Training and Development

- We offer a wide range of high quality training, learning and development opportunities to challenge and stimulate your professional development.

Compassionate Leadership

- We provide a supportive working environment by focusing on relationships through careful listening to, understanding, empathising with and supporting our people.

Relocation

- If appropriate, support with relocation to Cornwall may be available.

Our ambitions

Cornwall Hospice has conducted a major consultation exercise involving our staff, our volunteers, our Trustees and external stakeholders to help us shape the future direction of our charity. As a result, our five year strategy includes our ambitions for Cornwall Hospice.

Working Together

in partnership to grow our charity for the future, ensuring close relationships across all our departments and working collaboratively with our external partners.

Sustainability

work towards lowering our environmental impact by implementing, where possible, sustainable systems and processes in all aspects of the charity's operations.

Learning and Education

develop our learning and education to ensure all our staff and volunteers and where relevant, those from our external partners have the knowledge, skills and competencies to fulfil their roles.

Innovation

be innovative in our own individual areas, teams and across the charity to deliver continuous improvement in all we do.

Funding

raise sufficient funds to protect and grow our hospice services through a range of income generation activities.

Our values

At Cornwall Hospice, it's not just what we do that matters but also how we do it.

Compassion

Being gentle, kind, caring and helpful. Fostering a sense of inclusion and respecting all.

Integrity

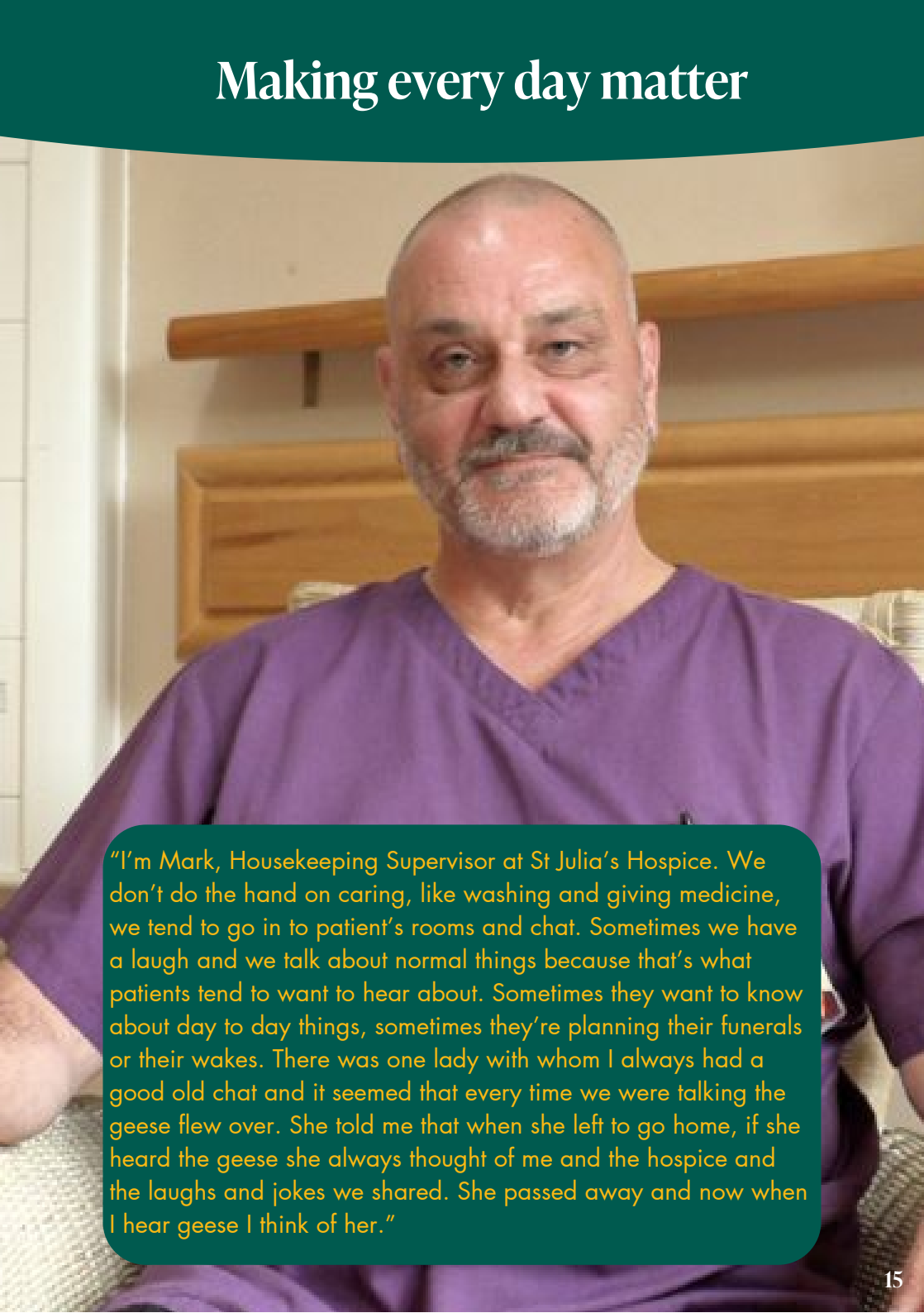
Being honest and having strong moral principles. Behaving with integrity both professionally and ethically at all times and in all work places.

Togetherness

Valuing everyone who works or volunteers for our charity or uses our services, giving us all the information, tools, independence and freedom to achieve.



Making every day matter



"I'm Mark, Housekeeping Supervisor at St Julia's Hospice. We don't do the hand on caring, like washing and giving medicine, we tend to go in to patient's rooms and chat. Sometimes we have a laugh and we talk about normal things because that's what patients tend to want to hear about. Sometimes they want to know about day to day things, sometimes they're planning their funerals or their wakes. There was one lady with whom I always had a good old chat and it seemed that every time we were talking the geese flew over. She told me that when she left to go home, if she heard the geese she always thought of me and the hospice and the laughs and jokes we shared. She passed away and now when I hear geese I think of her."

Application Process

Now that you've learnt more about us, if you think you understand our values and can commit to helping us achieve them, then we want to hear from you.

If you are interested in exploring this exciting opportunity further, please send a CV and covering letter explaining why you think you would be the best fit to our organisation to our People and Culture Team.

recruit@cornwallhospice.org

Alternatively, if you would like to have an informal discussion about this role, please contact Amanda Addo, Head of Engagement and she will arrange to call you at a suitable time.

aaddo@cornwallhospice.org

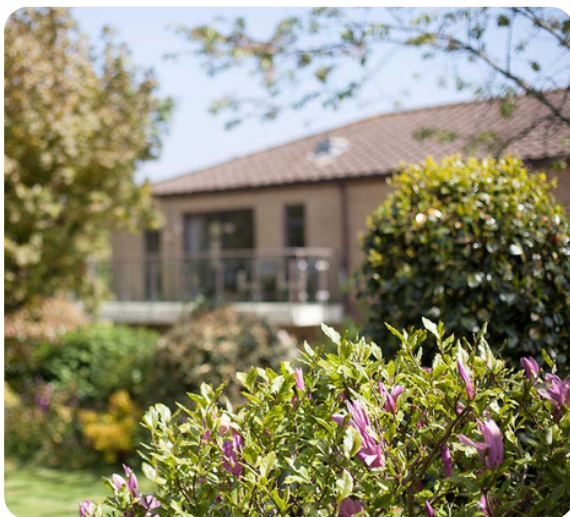
Closing date for applications	27 August 2026
Interview date	4 September 2026



Interview venue

The interviews for this position will take place in St Austell.

Cornwall Hospice Head Office
Daniel's Lane
St Austell
PL25 3HS
Cornwall



I support Cornwall Hospice because...

Thank you

- for the nursing care
- for keeping Mam peaceful
- to the cleaners who made the room feel bright after long nights
- to the chef who made Mam her favourite meals
- to the volunteers who made us endless cups of tea
- for putting bird food on the patio so we could watch the squirrel steal it
- for making a little bed for me each night so I could sleep next to my Mam
- for the middle-of-the-night marmite on toast and chats when I couldn't sleep
- to the counsellor who told us how to break the news to our children
- for the teddies she cuddled for her grandchildren so they can have a lifetime of Nan-Nan's love to hold
- for explaining the changes we were witnessing
- for letting us stay as long as we needed to
- for taking her wedding ring off for me when I couldn't face it
- for the rose

Thank you for everything