

Job Description and Person Specification

Title: Volunteering and Member Recognition Coordinator

Salary: starting salary £31 000, RSS Salary band D

Working Hours: Full time 35 hours per week. This is a hybrid role with an average of two days per week working in the office.

Term: Permanent

Accountable to: Director of Professional Services

Reports to: Member Engagement Manager

Location: Development House, 56-64 Leonard Street, London EC2A 4LT (temporary office) with permanent location within central London.

Background

Our vision is a world where data is at the heart of understanding and decision-making.

Founded in 1834, the Royal Statistical Society (RSS) is one of the world's leading organisations advocating for the importance of statistics and data. We're a professional body for all statisticians and data scientists – wherever they may live.

We have more than 12,000 individual members in the UK and across the world. As a charity, we advocate for the key role of statistics and data in society, and work to ensure that policy formulation and decision making are informed by evidence for the public good.

The membership of the Royal Statistical Society (RSS) constitutes a preeminent source of statistical expertise. Members work with RSS staff to support our work across areas such as policy development, education, training, statistical communication, and statistical literacy.

The Royal Statistical Society is a member-driven organisation so volunteers are essential to our organisation.

Job purpose

The Volunteering and Member Recognition Coordinator will provide effective and reliable support to the Member Engagement Manager in the development and delivery of successful volunteering programme and member recognition initiatives.

This role plays a key part in promoting best practice in volunteer support and management ensuring that all the Society's volunteers feel valued and supported. The post holder will coordinate our flagship skills-based volunteering programme called Statisticians for Society and manage the administration of an honours and awards programme that celebrates the achievements of our members. The role ensures smooth operation of key processes, accurate record keeping and effective communication with members and volunteers.

Statisticians for Society is an externally facing skills-based volunteering programme that uses the skills of our members to address data challenges within the voluntary sector. The

programme matches professional statisticians and data professionals with organisations to help them harness data effectively, enabling informed decision making and improve their ability to achieve their mission.

Key Responsibilities

The Volunteering and Member Recognition Coordinator is responsible for:

1. Statisticians for Society volunteering programme

Day to day delivery of projects, governance procedures and evaluation of the Statisticians for Society volunteering programme.

- Recruit and engage volunteers.
- Process applications for pro bono project support from third sector organisations, maintain relationships with organisations making an application, receiving volunteer applications for individual projects, monitoring project documentation, evaluating and monitoring individual projects.
- Update and maintain email mailing list.
- Provide administrative support for the Scoping Panel and Review Panel meetings including drafting meeting agendas, papers, meeting notes and following up actions.
- Assign project/reports to the Scoping or Review Panel and supporting charities and volunteers through the lifecycle of the project.

2. Maintain relationships with partners and promote volunteering opportunities to our members

- Develop partnerships with other organisations to connect our members with other volunteering opportunities such as charity boards e.g., Reach Volunteering and the African Institute for Mathematical Sciences in Cameroon.

3. Deliver an organisational wide approach to the management of RSS volunteers This includes those members supporting the work of the RSS as well as those volunteering their expertise externally through the programmes we run.

- Contribute to developing, and support the implementation of, best practice procedures and resources that deliver effective volunteering management across the organisation.
- Co-ordinate the planning of engagement programmes such as Volunteer's Week and Member's Week.
- Support RSS colleagues to develop a respectful, inclusive and welcoming environment where all our volunteers feel supported and valued.
- Deal with general enquiries relating to volunteering opportunities.

4. Administration of the programme of honours and awards to recognise the achievements of our members

- Provide administrative support for all awards processes including the Honours Committee and Search Committee and other relevant committees or panels. This includes writing briefing notes, organising meetings, drafting meeting agendas, papers, writing minutes and following up actions.
- Promote the honours and awards to members.
- Co-ordinate the organisation of the awards ceremony.

5. General duties

- Maintain accurate records of volunteers, projects, evaluation and monitoring.
- Answer the telephone.
- Respond to member and volunteer queries including managing corporate inboxes.
- Collate data, info and drafting case studies on the impact of contribution of volunteers.

- Promote opportunities to members; including outreach events, and drafting monthly email newsletter.
- Contribute to work to pursue funding for current and future awards of volunteering programmes.
- Attend meetings and events related to the role, and the Professional Services Team.
- Provide cover for leave (if required and where relevant to experience).
- Other duties to support the Professional Services Team as required.

Key relationships

This role sits in the Professional Services Team. The teams' purpose is to:

- uphold and advance professional standards
- drive member recruitment, retention and development
- foster member engagement, recognition and a sense of community.

The team is responsible for Member Recruitment, Member Development, Member Engagement and Recognition and Professional Standards: Professional Memberships and Accreditation Standards. The teams' work is key to member engagement and retention. This post co-ordinates work on member engagement, recognition and volunteering.

Key internal relationships are with Director of Professional Services, Member Engagement Manager, Events Team, Policy Team, Professional Services and Member Administrator, Governance Manager, volunteers, members and relevant project committees.

Key external relationships are with local infrastructure organisations, charities we support or wish to support, current or future funders.

Person Specification	Essential	Desirable
Knowledge / Qualifications / Experience		
1 year previous experience of planning or coordinating projects or a service	✓	
Knowledge and experience of volunteer support and management best practice	✓	
Working with, developing and improving processes or standard operating procedures	✓	
Proven track record of working with volunteers, including recruitment, induction, engagement and non-line management supervision	✓	
Proven experience in arranging online and in-person meetings and events, including formal committees (e.g. booking, invitations, distributing papers, writing minutes)	✓	
Able to produce clear written reports on matter relating to volunteering		✓
Understanding the needs of volunteers within a professional membership organisation or learned society		✓
Skills / Abilities		
Confident and concise communicator, able to adapt style to different audiences both in writing and verbally including telephone and presentation skills	✓	
Ability to develop working relationships internally and with external stakeholders	✓	
Strong planning and prioritisation skills with attention to detail	✓	
Ability to work on own initiative as well as collaborate effectively across teams	✓	
Competent user of Microsoft Office 365 products including Outlook, Teams, Forms and Co-pilot	✓	
Use of Microsoft Dynamics 365 or other database		✓
Personal Qualities		
Passion and commitment for volunteering	✓	
Committed to on-going personal and professional development	✓	
Self-motivated, adaptable and receptive to new technologies and ways of working	✓	
Interest in statistics and data science and the ability to collaborate effectively with subject matter experts		✓

Working for the RSS

Pension and benefits

Our defined contribution pension scheme can be joined after three months in post. Your contributions of up to 5% of salary will be matched by the Society (making a maximum contribution by the Society of 10%). A training budget, season ticket loan, cycle to work scheme and employee assistance programme are also available.

Location

The RSS office is in central London. We offer flexible working arrangements. This is a hybrid role with an average of two days a week working in the office. In person attendance for certain meetings is required, including all-staff / team meetings and governance / committee meetings.

There may be some travel outside London requiring occasional overnight stays may be required, for which time off in lieu will be given where appropriate.

Holidays

25 days per annum, plus bank holidays and an additional shut down between Christmas and New Year.

Probation

This post is subject to a six-month probation period.

How to apply

Applications should be sent to jobs@rss.org.uk

To apply please send a supporting statement telling us how your skills and experience meet the person specification and a copy of your CV. Applications without a supporting statement will not be considered.

Any questions about the role should also be directed to Amirah Chaudry
a.chaudry@rss.org.uk.

The deadline for applications is 8 March 2026. Interviews to be held on 26 March 2026.