Volunteer Manager

<table>
<thead>
<tr>
<th>Location:</th>
<th>Puerto Princesa City, Palawan</th>
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<tr>
<td>Length of Position:</td>
<td>Permanent following a 3-month probationary period</td>
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<td>Position Type:</td>
<td>Full-time (40 hours a week)</td>
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<td>Salary:</td>
<td>Php 20,000 - 30,000/month (based on experience) Additional benefits provided</td>
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<td>Starting Date:</td>
<td>As soon as the position is filled</td>
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About Large Marine Vertebrates Research Institute Philippines (LAMAVE)

Large Marine Vertebrates Research Institute Philippines (LAMAVE) is a Filipino non-stock, non-profit, non-government organization dedicated to the conservation of marine megafauna and their habitats in the country. LAMAVE strives to ensure a secure and prosperous ocean for marine life and people by applying science-based solutions to conservation challenges, investing in the transfer of skills for long-term impact at the grassroots level, and advancing the knowledge to enable people and governments to protect their natural resources.

Job Purpose:

We are searching for a Volunteer Manager (VM) with excellent organizational skills and interpersonal abilities that will allow the NGO to expand its reach and impact regionally and globally. This position will be responsible for developing and implementing a marketing strategy and recruiting local and international volunteers, as well as scholars to join and support LAMAVE’s research projects and managing the process of on-boarding for their placements. The VM will work closely with our project leaders to ensure qualified applicants are assigned to our conservation projects. The VM will also be responsible for updating current and creating new materials to support the on-boarding and orientation of the volunteer placement. The VM responsibility will also include to grow and enhance our current community of past volunteers (over 200) engaging them as ambassadors for the NGO and in collaboration with the fundraising officers and comms team to encourage individual awareness and fundraising campaigns to support the LAMAVE mission.

The VM will be joining a team of enthusiastic and driven individuals working towards the protection of some of the most threatened marine species in the world. There are opportunities to learn beyond the scope of recruitment, as there will be avenues for both professional and personal development through training, workshops, and courses. This is a wonderful opportunity to apply your skills to support marine conservation efforts in the Philippines, as well as immersing yourself in a hands-on, growth-focused working environment.

Reporting to: President
**Major Duties and Responsibilities**

**Recruitment**

- Develop and execute a three (3) year recruitment plan based on the NGO’s needs in collaboration with their reporting supervisor.
- Maintain and grow the volunteer base through creating agreements with individuals, colleges/universities, students/youth organizations and travel agencies worldwide.
- Handle and recruit individual requests for volunteer and scholar positions
- Create content for social media and website, newsletters and other communication channels in coordination with the communications team, to market available positions online
- Develop and maintain process to review applications, check references and interview potential individual volunteers
- Maintain volunteer database
- Manage the volunteer and scholar mailing list

**Processing**

- Process selected applicants. (Manage application process and ‘paperwork’ – such as deposits, waivers, team manuals, welcome letter, university requirement sand post placement assessments, additional questions from applicants)
- Record keeping and organizing personal information (waivers, insurance information, emergency contacts and other volunteer information, updating of volunteer database)
- Manage comprehensive orientation process for new volunteers that includes: information about volunteering, criteria for involvement, update manual as necessary
- Provide applicants with accurate information on the volunteering opportunity and projects to set expectations and understand process

**Engagement**

- Support volunteers in case of questions or concerns about their current volunteer experiences
- Assist in ‘conflict resolution’ between management and volunteers by providing background on volunteers and advising on how to handle project conflicts
- Coordinate with the communications team to ensure continued engagement with volunteers after placement
- Collect relevant deliverables from volunteers and scholars such as placement blogs, photos.
- Create with the support of the Directors and Communication team and implement an engagement strategy to grow and enhance our current community of past volunteers (over 200) engaging them as ambassadors for the NGO and in collaboration with the fundraising officers and comms team encourage individual awareness and fundraising campaigns to support the LAMAVE mission.
Develop and administer volunteer satisfaction survey and conduct exit survey; compile and report results to President

Your Skills and Expertise

Essential:
- Knowledgeable in recruitment, human resources and tourism management
- Previous experience in management, marketing, or human resources
- Knowledgeable in Marketing Strategies and Communication
- Excellent organizational skills;
- Fluent in English and Filipino;
- Excellent relationship management and interpersonal skills;
- Comfortable engaging with applicants from around the world;
- Ability to plan, balance and cope with competing priorities;
- Initiative and the ability to solve problems.

Desirable:
- Bachelor’s degree or experience in management, human relations, or related field
- Experience in recruitment and/or volunteer management
- Previous experience working with an NGO

Key Performance Indicators
- Number of volunteers successfully recruited vs project need
- New platforms and sources for volunteer recruitment
- Recurring volunteers
- Positive volunteer feedback and experience

How to Apply

Please submit your CV and a cover letter including:
- How you meet the job specification
- How you envision to grow and enhance the current recruitment strategy
- The name, contact and relationship of 2 References that may be contacted for further information.

Please email your CV and cover letter to jobs@lamave.org, with “Volunteer Manager 2023” in the subject line.

LAMAVE is an equal opportunity employer and will consider all qualified Filipino applicants regardless of religion, gender identity, sexual orientation, ethnicity, age, disability, civil status.

In keeping with our mission to build in-country leaders, we are currently accepting only Filipino citizen applications. Thank you for supporting this goal.

After reviewing your application, our team will contact you to inform you if we would like to pursue your application to the interview stage. Due to the expected volume of incoming enquiries, the NGO does not have the resources to provide feedback on applications that
have not been accepted. Thank you for your interest.