

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Regional Volunteer Manager: West Midlands & Wales
DEPARTMENT:	Operation Christmas Child – Domestic
TEAM:	Field Ministries Team
JOB TYPE:	Full time (35 hours per week) Remote working, travels extensively in the region
DATE ISSUED:	February 2026

1 MAIN PURPOSE OF JOB

Develop and lead a region-wide network of *Connect** Volunteer Area Teams to inspire and equip churches, groups and individuals to engage in the mission of Operation Christmas Child. OCC's mission is to demonstrate God's love in a tangible way to needy children around the world and, together with the local church worldwide, share the Good News of Jesus Christ.

Recruit, select, equip, lead and develop (RSELD) the teams of *Connect* volunteers to multiply themselves in the greater West Midlands area and Wales, in order to effectively implement the overall strategic ministry plan for the region.

Directly engage churches to participate in OCC in areas not yet covered by *Connect* volunteers, and also in areas with some coverage, in order to model and coach effective engagement activity to volunteers.

**See Connect Volunteer Ministry Background Information document for an explanation of this ministry approach.*

2 POSITION IN ORGANISATION

- Reports to OCC UK Director (UKD)
- Leads and coaches *Connect* Area Coordinators who in turn lead teams of volunteer ministry coordinators and team members in the region.
- Collaborates with Volunteer Relations Manager (VRM), Operations Manager, Donor Ministries and Services staff.

3 PRINCIPAL RESPONSIBILITIES

- **Volunteer Ministry Development Strategic Work**
 - Lead the development and implementation of regional and area ministry plans to achieve regional goals, including growth of active *Connect* area teams, shoebox gifts and participating churches.
 - Ensure alignment of regional strategies and plans with agreed national strategies and initiatives and contribute to the development of national plans and goals.
 - Monitor, report on and review goal-oriented regional activity in a timely and accurate way, including monthly reports.
 - Contribute effectively to gatherings of the OCC field ministries team (both regular face-to-face and online conference meetings) promoting strong teamwork among Regional Volunteer Managers.
 - Serve on occasional working groups to develop, implement and review specific national initiatives (e.g. policies, programmes, events or campaigns).
- **Leading Volunteers**
 - Be committed to implement the High Impact model of volunteer ministry development including principles and process. Extensive training in High Impact will be provided.
 - Effectively develop both Active and Developing Area Teams.
 - Initiate new team development. Identify and cultivate Developing Area Teams moving them towards Foundational Area Team status.

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- Encourage and equip Foundational Area Teams to ensure sustainable growth of key dashboard markers (out-there goals): numbers of teams, volunteers, shoebox gifts and participating churches, schools and groups.
 - Within teams, cultivate personal growth in Christ and authentic experience of Christian community (in-here goals).
 - Coach and support Area Coordinators (ACs) by meeting with them regularly and providing spiritual leadership, skilful affirmation and accountability in ministry effectiveness (Connect, Inspect, Correct). Do this in such a way that ACs will replicate this with Ministry Coordinators (MCs).
 - Coach ACs to understand and carry out the essential functions of their ministry to effectively RSELD volunteers to accomplish the ministry of OCC. Ensure that ACs will in turn replicate this with MCs.
 - Lead a monthly online AC meeting in such a way that ACs will hold effective regular meetings with their teams.
 - Respond positively to the leadership and coaching of UKD towards personal and team ministry effectiveness sharing successes and challenges and accurate reporting.
 - Respond to the coaching and equipping influence of the VRM toward quality assurance of High Impact implementation and continuous improvement of OCC across the region.
- **Church Engagement**
 - Directly engage churches to participate in OCC in areas not yet covered by Connect volunteers. Recruit and equip Project Leaders and Church Collection Centres (missional Drop Off Locations).
 - Collaborate with Donor Ministries and Donor Services to identify and initiate relationships in local areas with significant engagement potential.
 - Follow up leads generated by Donor Services.
 - In areas with some Connect volunteer coverage, where appropriate take a lead in church engagement work to model and coach effective activity to volunteers.
 - Identify and ensure follow up of specific Connect volunteer prospects in churches that start or continue to participate in OCC in the area.
 - Promote at a regional and local level specific national partnerships that OCC establishes with church denominations, networks and other Christian ministries.
 - Take part in appropriate national and regional events to promote OCC and also mobilise and lead Connect volunteers for event ministry.
- **Prayer Mobilisation**
 - Establish definite prayer support in every area team, particularly through recruiting and selecting Connect Prayer Coordinators.
 - Encourage a variety of approaches but specifically engage with national and global OCC prayer initiatives.
 - Guide area teams to communicate answers to prayer to encourage us all, and where appropriate share requests across teams to build the sense of common mission.
- **Three Seasons of Connect Volunteer Ministry**
Resource and equip area teams for the following seasons. Crucially the Regional Volunteer Manager needs to plan ahead for future seasons while a current season is taking place.
 - **Affirmation** (Jan – Mar): Recruit and equip teams to affirm churches, schools and groups in their area for participating in the campaign. Ensure a systematic programme of phone, face-to-face or email contact is carried out by Church and Community Relations teams celebrating success, gaining constructive feedback from participants, and ensuring information is recorded on our online supporter database.
 - **Engagement** (Apr – July): Recruit and equip teams to approach new churches, schools and groups to inspire and resource them to participate in OCC. Ensure this is undertaken strategically by identifying key prospects and relationally through face-to-face encounters with church leaders and potential project leaders. Again, updated information should be uploaded to the national database in a timely way.

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- **Support** (Aug – Nov): Support teams to in turn support and equip past-participating Project Leaders so that they are inspired, encouraged and envisioned to lead a successful OCC campaign in their local church or group.
- **Operations & Logistics (O&L)**
 - Support the O&L team in equipping and increasing the number of **church collection centres** while reducing the commercial drop-off locations in the region.
 - Support the O&L team in arranging for a partner church to host a **one-week pop-up processing centre** in the region to promote shoebox packing, seasonal and Connect volunteering.
 - During the processing period (mid-November to mid-December), **manage the volunteer team** for at least one week at **the National Ministry Centre in Coventry** and possibly at a **pop-up PC in South Wales** for a second week.
- **Personal Development**
 - Attend High Impact Volunteer Ministry Training Courses in early years of employment.
 - Maintain a strong Christian witness to colleagues, volunteers, participants and the general public.
 - Maintain a personal relationship with the Lord, involvement with a local church and a journey of personal discipleship.
 - Support the OCC staff team in prayer, encouragement and active support as we all play to strengths within the overall ministry.

4 **DRIVING**

- You will need to be able to drive and have access to a vehicle since not all areas of the region are accessible by public transport in a time-efficient way.
- When driving your vehicle, it is your responsibility to ensure that it is insured for business use and, in the state, and condition, as required by law, at all times.

5 **OCCUPATIONAL REQUIREMENT**

- In accordance with the Equality Act of 2010 and due to both the nature and context of the role there is an 'occupational requirement' for the post holder to be a committed Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

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PERSON SPECIFICATION

JOB TITLE: Regional Volunteer Manager: West Midlands and Wales

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Education	Educated to ONC, A-level or Scottish Highers or equivalent. Minimum of Grade C in Maths & English GCSE.	University or College Degree or equivalent.

EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant and demonstrable experience	<ul style="list-style-type: none"> Proven management of people and projects in the workplace (minimum two years). Experience of working as a volunteer and with volunteers in charity, church or personal environments. 	Experience leading effective volunteer teams in a local church or with other Christian organisations in a staff role or as a volunteer.

SKILLS	ESSENTIAL	DESIRABLE
Interpersonal	<ul style="list-style-type: none"> Effective at recruiting, selecting, equipping and leading volunteers. Excellent interpersonal skills with a wide variety and diversity of people. Confident at promoting ideas, ministries and resources in many different contexts. 	
Project Management	<ul style="list-style-type: none"> Good planning, project and event management skills to conduct or coordinate research, analysis, proposals, and timely implementation of agreed outcomes. Very good attention to detail including ability to analyse information, and coordinate functions within deadlines. 	Excellent project and event management skills, demonstrated in a working environment.
Communication	<ul style="list-style-type: none"> Excellent verbal communication skills. Able to express oneself clearly in conversations and with internal and external contacts. Ability to effectively present information and integrate OCC's ministry ethos when responding to questions from volunteers, church leaders and the general public. 	Excellent written communication and public presentation skills
Literacy & numeracy	<ul style="list-style-type: none"> Able to write professional correspondence, and reports which align with OCC's ministry ethos. Able to understand and produce basic numerical reports and manage budgets. 	
Organisational	<ul style="list-style-type: none"> Able to take initiative and work unsupervised when necessary. Ability to prioritise workload and meet deadlines under pressure. Follows through and completes administrative tasks in a timely and accurate way. 	

SKILLS	ESSENTIAL	DESIRABLE
IT Skills	<ul style="list-style-type: none"> Confident with all relevant Microsoft Office packages e.g. Word, Excel, Outlook, PowerPoint, with comfort in word processing, creating reports, handling queries and basic data manipulation in Excel, and basic creative design (e.g. PowerPoint). 	Effective user of on-line social networking.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Commitment to purpose of organisation	<ul style="list-style-type: none"> Committed to the value of well-equipped volunteers and to developing them further (= high impact volunteer ministry) Can demonstrate enthusiasm for the Christian purposes of the organisation Able to support and promote the organisation's Christian ethos. 	
Occupational requirement to be a committed Christian	<ul style="list-style-type: none"> Demonstrates a personal Christian faith Seeks to commit matters to prayer 	
Work approach	<ul style="list-style-type: none"> A positive and flexible approach to work. Ability to use initiative and proactively identify what needs to be done. Ability to work alone but also in a team context. Maintains a strong Christian witness to colleagues, suppliers, donors and the general public. 	

CIRCUMSTANCES	ESSENTIAL	DESIRABLE
Location	<ul style="list-style-type: none"> Able to work from home, with good transport links to the rest of the region. 	Convenient travelling distance to the National Ministry Centre, Coventry
Travel	<ul style="list-style-type: none"> Able to travel <ul style="list-style-type: none"> frequently within the region occasionally elsewhere in the UK (e.g. for National Coordination Meetings), with some overnight stays occasionally internationally (e.g. for visit to USA IHQ or worldwide vision trips) 	