

# Good Practice in Volunteer Management: Improving Recruitment & Retention

[1 America Square, 17 Crosswall, London, EC3N 2LB](#) | Thursday 17th May 2018

10.15	<b>Registration &amp; Morning Refreshments</b>
11.00	<b>Chair's Introduction</b> ⇒ <i>Cameron Fitzwilliam-Grey, Chair, Greater London Volunteering</i>
11.05	<b>Challenges Facing Volunteer Managers in 2018</b> <ul style="list-style-type: none"><li>• Effective volunteer safeguarding</li><li>• Independent Review of Full-Time Social Action</li><li>• Other challenges</li></ul> ⇒ <i>Rob Jackson, Director, Rob Jackson Consulting Ltd</i>
11.45	<b>Recruiting Volunteers</b> <ul style="list-style-type: none"><li>• Doing more to engage people who may be interested in volunteering</li><li>• Raising awareness about volunteering</li><li>• Making your organisation a more attractive place to volunteer</li><li>• Improving the diversity of volunteers in your organisation</li><li>• Matching potential volunteers with appropriate opportunities</li></ul> ⇒ <i>Mike Stone, Voluntary Services Manager, Frimley Health NHS Foundation Trust</i> ⇒ <i>Shaun Delaney, Volunteer Development Manager, NCVO</i> ⇒ <i>Sandra Hillyard, Volunteer Services Manager, Sported</i>
13.15	<b>Networking Lunch</b>
14.00	<b>Retaining Volunteers</b> <ul style="list-style-type: none"><li>• Identifying common reasons why people stop volunteering and overcoming them</li><li>• Providing volunteers with greater support and incentives</li><li>• Upskilling your volunteers and giving them rewarding roles</li><li>• Recognising the impact of volunteers and making them feel valued</li><li>• Handling volunteer complaints and resolving volunteer/staff disputes</li></ul> ⇒ <i>Rachel Ball, Volunteering Manager, Royal Air Force Museum</i> ⇒ <i>Cameron Fitzwilliam-Grey, Chair, Greater London Volunteering</i> ⇒ <i>Paul Buddery, Director of Strategy, Volunteering Matters</i>
15.25	<b>Chair's Summary</b>
15.30	<b>Event Close</b>

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