

LAURA HAMILTON



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SUMMARY

Consultant in volunteer engagement and management, with over 20 years' hands-on experience working in this field. Extensive experience of small and medium sized VCSE organisations, volunteer programme set up and strategy creation and partnership working. Experienced trainer and facilitator specialising in design and delivery of training, learning and mentoring for volunteer managers. NCVO associate, PTTLS qualified, experience of accreditation (Open Awards), Charities Evaluation Service trained in running effective focus groups, qualified relationship therapist working with systemic, relational and solution-focused approaches.

EXPERIENCE

2017-present **Consultant, Laura Hamilton Consulting**

Learning and Development for Volunteer Managers

Clients include: Museum Development UK, 10GM, MS Society, Citizens Advice (National), Manchester Metropolitan University, Manchester City Council, RESET Communities and Refugees, Albert Kennedy Trust, Bolton CVS, Salford CVS, Cumbria CVS, Macc Manchester, Action Together, RSPCA, Trafford Housing Trust, S4B Housing, Flourish CIC. Training associate with NCVO since 2022 delivering their Good Practice in Volunteer Management course.

Speaking Engagements

Clients include: Forum Managing Volunteers in Charities Conference, Manchester City Council, Inside Government Volunteer Management Forum, World Volunteer Conference, Team Kinetic, Manchester Voluntary Sector Assembly, Museums' Association, Association of Volunteer Managers Conference, Cambridgeshire Connecting Communities Conference.

London Transport Museum (2022-23)

Engagement work with staff and volunteers to inform LTM's new volunteering strategy.

Museum Development UK and 10GM (2021-22)

Co-designed (with consultant Carol Carbine) bespoke three-part training, delivered via zoom, covering volunteer recruitment, volunteer management and retention and volunteering strategy creation. Attracted a wide range of heritage organisations (between 35-50 per session) and we are currently delivering the second iteration of this training.

South West Peaks Landscape Partnership (2021)

Working as part of a group of consultants to undertake research to inform future volunteering strategy. I led on research interviews with community based groups and organisations, findings write up and analysis.

National Adult Literacy Agency (Ireland) (2020-21)

Working as part of a group of consultants to create: *Making the case: a report and resource for demonstrating the impacts of effective adult literacy, numeracy and digital skills*. I led on design and delivery of focus groups and interviews with tutors and learners, created case studies and session plans.

Citizens Advice (national) (2020)

Working with another consultant to design bespoke volunteer management training modules for Citizens Advice Witness Service and Local Citizens Advice volunteer managers.

Manchester Metropolitan University (2019-2020)

Associate Lecturer on [MMU's award winning Third Term Programme](#). Creating digital learning [intensives](#) on topics such as mental health, wellbeing and effective relationships. Design and delivery of mentoring/befriending training and group supervision.

Ambition for Ageing – Social Eating Programme (2019-2020)

Working with seven partner organisations to gather learning and [create a guide](#) about set up and delivery of social eating activities. Liaising with project funder and completing final project evaluation.

Skill Givers Programme (2019-2021)

Supporting community groups and sports clubs to engage with employer supported volunteering and create short term opportunities. Design and delivery of research interviews as part of end of project evaluation.

Bolton Council for Voluntary Service (2017-18)

Review of existing volunteer programme and recommendations report. Staff and volunteer focus groups and survey. Refresh of volunteer recruitment and induction process. Staff training in volunteer management.

Limelight Old Trafford/Trafford Housing Trust (2017-2020)

Volunteer programme set up and development, for an innovative community health and wellbeing hub. Co-creating three-year Volunteering Strategy. Training and mentoring staff in volunteer management. Facilitating community engagement.

2005-2017 Volunteer and Development Manager, George House Trust

Member of Management Team with responsibility for the organisation's volunteering strategy. Developed and led a volunteer programme of 135 volunteers, managing recruitment, learning and development, engagement, monitoring and evaluation and staff training in volunteer management. Increased volunteer diversity, secured funding and managed funded projects, built partnerships with local and national organisations. Successfully achieved Investing in Volunteers Quality Standard and led on the charity's submission for PQASSO Level 1. Developed volunteer peer mentoring and HIV awareness programmes. Recruited and managed volunteers for large scale events.

2001-2005 Millennium Volunteers Manager, Sefton Council for Voluntary Service

Established and managed a youth volunteering programme, funded by DfES and delivered through a partnership of 4 voluntary sector organisations. Successfully met all project targets and secured continuation funding. Formed close partnership with Connexions and secured additional funding for supported volunteering and mentoring programmes for young people not in education, employment or training. Led a staff team including development workers and admin staff. Designed and delivered training and residential for young volunteers.

2000-2001 Project Co-ordinator, Toxteth Educational Trust

Capacity building work with children's/youth organisations. Organised training, conferences and networking events.

VOLUNTARY EXPERIENCE

2021 Volunteer, Afrocats

Supporting with volunteer communications and creation of volunteer handbook.

2018-2019 Support Facilitator, Leaders in Greater Manchester Programme

Supporting delivery of place-based leadership training to public sector staff.

2010-2015 Chair, Volunteering Greater Manchester

Chair (2013-15) and Steering Group Member (2010-13) of Volunteering Greater Manchester; a cross-sector group working to grow and develop volunteering within the City Region and influence decision. Co-organised events, co-created and launched a Vision for Volunteering for Greater Manchester.

2014-2015 Breathworks Mindfulness

Developing and volunteer involvement and improving the volunteer experience. Consulted with staff and volunteers, created handbooks and good practice guidelines.

2010-2013 Trustee, GMCVO

Member of the Board of Trustees, with a specific focus on volunteering.

2006-2011 North West England Volunteering Development Council

Providing a volunteer manager perspective and working strategically build a positive culture of volunteering in the North West.

1999-2005 Sahir House HIV Support Organisation

Developing and delivering HIV awareness training and volunteer induction sessions.

EDUCATION AND TRAINING

- 2021 Online Counselling Diploma (with credit)**
Online counselling services and training
- 2020 Solution Focused Practice Foundation Level 1**
BRIEF
- 2018 Diploma in Relationship Therapy**
CPCAB Level 5
- 2015 Approved Internal Verifier Course**
Open Awards
- 2011 Preparing to Teach in the Lifelong Learning Sector**
Edexcel BTEC Level 3 Award
- 2011 Effective Management and Volunteer Management**
ILM Level 3 Award
- 2010 Understanding HIV & AIDS**
City & Guilds Level 2 Award
- 2009 Running Successful Focus Groups Course**
Charities Evaluation Service
- 2007 HE Certificate in Counselling**
University of Salford
- 1999 MA in English Literature and History 2:1**
University of Edinburgh

MEMBERSHIPS

British Association of Counselling and Psychotherapy (MBACP)

REFERENCES

Jack Puller

**Active Communities Manager
Macc/Volunteer Centre Manchester**

jack@macc.org.uk

0161 834 9823

Jack can comment on my work with Skill Givers and also on a programme of training commissioned by 10GM and Museum Development UK

Emily Williams

Head of Development

Talk, Listen, Change

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07793 532034

Emily can comment on my work on the Social Eating Programme

David Teasdale-Hughes

Previously Centre Manager at Limelight and Chair of Trustees at George House Trust

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More client and training testimonials here: <https://www.laurahamiltonconsulting.com/testimonials> and here: <https://www.laurahamiltonconsulting.com/events>