**JOB DESCRIPTION**   
Engagement Manager (Marketing and Recruitment)   
0.75 FTE (26.25 hours per week)  
 Fixed Term Contract until 31.3.2022   
(1 Year extension possible, dependent on funding)

**Role Reports To:** Delivery Leader for Edinburgh, Lothians and Forth Valley   
**Direct Reports:** None  
**Job Family:** 3 - £24,000 pro rata  
**Department:** Delivery

**Overview**

Volunteering Matters is a national volunteering and social change charity. We use the unique power of volunteering to bring people together and build stronger, more resilient communities across the UK.   
  
We bring people together to resolve some of society’s most complex issues. From social isolation and loneliness;   
improving health and wellbeing; building skills, confidence and opportunity and ensuring young people can become change makers in their community, the impact that we make is great.   
  
And we won’t stop until everyone in the UK has the opportunity to thrive.

**Role Purpose**   
  
We are looking for a talented, dynamic, and professional Engagement Manager to join our team in Scotland.   
The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

We are working in partnership with Challenges Worldwide to deliver a programme called “**Making Work Work**” for Women Returners. **Making Work Work** encompasses a range of bespoke programmes based on a peer-led, supportive online learning environment, complemented by workshops, masterclasses, mentoring, and post-programme support, with the opportunity for accreditation by the Chartered Management Institute.   
  
Its purpose is to empower people to find work that is both fulfilling and meaningful. The programme has been devised by Lynn Houmdi and Challenges Worldwide to contribute to more positive and productive workplace cultures, where people are able to contribute in a way which fits with their lifestyles and commitments.  
  
Making Work Work was successfully piloted for Women Returners in February and March 2021. At the end of the pilot programme, women reported increased confidence, felt better prepared and more confident for re-entering and progressing in employment and had increased knowledge and understanding of the benefits to both worker and employer of flexible working. They had also developed a new, supportive peer-support network and gained a broader network of contacts to help in their job search.

As our Engagement Manager, you will work closely with all partners involved in the Making Work Work programme, helping to ensure the programme continues to be a success.   
  
Your role will be to coordinate marketing information for participants, including working with partners to create content and publicity. You will support the Programme Manager and Project Coordinator to develop and implement an external Comms strategy, to attract participants from all across Scotland.

You will also lead on recruiting the next 150 participants to the programme, working alongside community organisations, third sector agencies and statutory bodies to identify suitable candidates. You will signpost and support candidates during the recruitment and on-boarding process.   
  
Within Volunteering Matters, you will be the lead on Making Work Work, promoting the programme across the organisation and maximizing opportunities for participants, and existing Volunteering Matters projects/beneficiaries/volunteers to take part.   
  
  
  
**Key Duties & Responsibilities**

* To meet ambitious targets in recruiting Women Returners to engage with the programme
* To co-ordinate and manage all Marketing materials to recruit Women Returners
* Work closely with the training provider Get the Gen, and Challenges Catalyst, to signpost and support participants
* Create and manage excellent working relationships with various types of other organisations
* To engage directly with Woman Returners, to understand their motivations and personal circumstances
* To manage all elements of the candidates experience, from initial interest to participation in the programme, and beyond
* Monitor and record patterns and trends in participant recruitment with a view to facilitating future recruitment through a network of the most useful referral partners
* To manage the risk assessment, quality assurance, monitoring, evaluation, and audit processes as appropriate
* Promoting and representing Volunteering Matters and the Making Work Work project at local and National level
* To ensure all the above is done with excellent record keeping and data collection, in accordance with compliance requirements.
* Contribute to the wider Volunteering Matters staff team, upholding our values at all times

**N.B.** This job description is not an exhaustive list of tasks, but is a guide to the key duties of the post. The post-holder is expected to take on any other duties from time to time which are reasonably required by their manager. **Person Specification**

# Skills

* A sound and comprehensive understanding of the particular challenges and barriers that Women Returners face
* Skills around creating Marketing and Comms materials

* Excellent written and verbal communication skills

* Excellent organisational and IT skills
* Excellent people skills with the ability to build professional, long term relationships with others

* Customer-focused with an ability to have strategic conversations with key partners one minute and talk to a nervous candidate the next

* Ability to manage a busy workload and prioritise accordingly

* Strong attention to detail and a willingness to accurately record all interactions
* Creating, coordinating and supporting proper reporting channels

# Experience

* Experience in Marketing or Communications
* Demonstratable relationship management experience with a wide range of stakeholders
* Experience in using a CRM (customer relationship management) system
* Experience of project management, achieving high targets and working to strict deadlines
* Proven ability to communicate effectively and work as part of a team
* Experience of project management and working to deadlines

**Qualifications**

Relevant experience and values alignment is more important for this role than specific qualifications

**Other**

The post will be based from home, or from our Edinburgh office at Montgomery Street Lane. If working from home, internet access to enable remote working is essential.

IT equipment and infrastructure will be supplied. Post COVID-19 and in accordance with any social distancing guidelines there may be an expectation for a limited amount of travel, to spend time with candidates, colleagues or partners.

**Volunteering Matters Values & Ways of Working:**

In all that we do, Volunteering Matters embrace a philosophy of ‘Freedom within a Framework’ and are guided by our values:

We are Empowering  
We are Inclusive  
We are Compassionate  
We are Positive   
We are Straightforward

**Terms and Conditions**

£24,000 per annum. Start date ASAP. This is a Fixed Term Contract until 31.3.2022. An extension is possible dependent on future funding.   
  
Volunteering Matters offer flexible working by default as well as an unlimited annual leave policy, cycle to work scheme and employee season ticket loan.   
  
Pension: Contributory Flexible Retirement Scheme

Life Assurance: Cover for death in service 3 times annual salary at no cost to the employee.

**To Apply  
  
1) Prepare an up-to-date CV**

**2) Prepare a cover letter, detailing why you believe you are the right person for this position. Your cover letter is a key part of our shortlisting process. This is an opportunity for you to outline your experience, skills and credentials which relate to the post.   
  
3) Complete our Recruitment Monitoring Form**

**4) Send all documentation by email to - join@volunteeringmatters.org.uk**

**Equal Opportunities**Volunteering Matters is committed to Equal Opportunities. As users of the disability symbol, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancies.  
  
As an organisation which prides itself on inclusiveness, we aim to make our recruitment process as accessible as possible. Therefore, if you would prefer to submit your application in a way other than a CV and cover letter, please contact us to discuss what would work best for you.

For further information, or to discuss this role, please contact  
  
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