**Job Description**

**Engagement manager (Getting Together Matters) – Fixed Term 6 Months**

**Volunteering Matters**

At Volunteering Matters we use volunteering’s unique power 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; to 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.

People-led and impact driven, we’re a national charity that is deeply embedded in local areas across the UK. We operate in five regions: London and the South East; Wales and the West of England; East of England; the Midlands and North West England; and Scotland and North East England. We also have an Employee Volunteering Team with over 25 years’ experience, acting as a broker to provide tailor-made solutions to employers.

This is an exciting time to be joining the team. We’re changing the way we work to meet new ambitions and make sure our impact continues to grow alongside our business.

**Accountability**

The post holder will be accountable to the Getting Together Matters Project Development Manager.

**Purpose of the role**

Volunteering Matters requires an exceptional Engagement Manager to work closely with the LifeLines team as well as other colleagues across the organisation to support the scaling up of the Getting Together Matters programme to ensure that we continue to improve the lives of isolated and vulnerable older people across the UK through online and telephone-based activities.

**Key Duties:**

* Provide administrative support and monitoring around the delivery of regular online activities, led by Volunteering Matters staff and volunteers.
* To assist in the promotion of Getting Together Matters internally and externally in order to recruit volunteers and benificiaries.
* To liaise with partners, staff and volunteers to support project delivery.
* Ensure volunteers are appropriately trained and supported in their role.
* To maintain effective monitoring and evaluation records to capture impact and outcomes.
* To comply with the applicable Health and Safety and Safeguarding regulations.
* To contribute to joint working and team work across Volunteering Matters.
* To promote and adhere to Volunteering Matters Equality and Diversity Policy and all other Volunteering Matters policies which relate to the work of Getting Together Matters.

**Experience/Skills and attributes:**

* Excellent, accurate administration skills, including keyboard, word processing and data entry
* Excellent communication skills, both oral and written
* Good financial administration and numeracy skills
* Proven planning, time management and organisational skills
* Ability to work on own initiative
* Excellent IT skills
* Experience of working with and/or supporting older people
* Confident with group video conferencing
* Good internet connection and the ability to stay connected whilst working from home.
* Resilient and flexible
* Ability to build relationships and maintain positive trusting working relationships with others

The job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.