

**Job Title: Volunteer Engagement Manager (Perth & Kinross)**  
**17.5 hours per week, Fixed Term Contract to end March 2024**

**Role Reports To:** Perth & Kinross Project Manager  
**Direct Reports:** None  
**Job Family:** 3 - £25,000 FTE.  
**Department:** Delivery

### **Overview**

Volunteering Matters is a national volunteering and social change charity. We harness the unique power of volunteering to bring people together and build stronger, more resilient communities across the UK.

By bringing people together, we aim to resolve some of society's most complex issues and have a real impact in communities. From tackling social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunities; and ensuring young people can become change makers in their community.

And we won't stop until everyone in the UK has the opportunity to thrive.

In April 2021, the Volunteering Matters family grew to include ProjectScotland, who work to support young people to get on in life, through the power of volunteering. We support young people, including those facing multiple barriers or disadvantage, to achieve positive outcomes for their future. We provide young people with personalised emotional and practical support, meaningful and supported volunteering opportunities through charity partners, and access to a reliable and positive Volunteer Mentor.

### **Role Purpose**

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

As our Volunteer Engagement Manager, you will directly support young people aged 16 to 24 who may have complex and challenging barriers to securing a positive pathway (formal volunteering, education, training, employment). This will include barrier identification and removal, supporting pre volunteering activity as well as volunteering placements in their local area.

Young people will also have the opportunity to be supported by a dedicated ProjectScotland volunteer Mentor, and post placement, your role will be to support a positive bridge to further opportunities or support programmes.

You will work with colleagues in the area identify, develop, and manage partnerships with charitable and not-for-profit organisations across Perth & Kinross, building an effective presence within the third sector locally. You will support the creation of diverse, high-quality, structured volunteering opportunities with partner organisations, ensuring that volunteering roles reflect the needs and interests of young people. You will also support the

creation of strong referral pathways into our service, and beyond it, building on a knowledge of existing provision.

### **Key Duties & Responsibilities**

- To meet specified targets in supporting young people, achieving positive outcomes for all
- To work on to one with local young people to identify the barriers they face, and provide support and strategies to overcome them,
- To engage directly with young people to understand their wants, needs and aspirations and determine the best opportunity for each to volunteer, and provide the support they need in advance of volunteering
- To work alongside ProjectScotland mentoring team to ensure young people have the opportunity to benefit from the experience and skills of a dedicated volunteer mentor if appropriate
- To manage all elements of the young person's experience from application and induction to completion of their volunteering opportunity, and beyond
- To develop and maintain excellent relationships with the third sector interface, charity partners and referral partners
- To identify, create and develop relationships with new partners or agencies to provide additional volunteering opportunities as required
- To research and engage with partners to provide required coverage of placement sector and geography
- To manage the risk assessment, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets its agreed targets, reporting format and schedule. Assist the Project Manager by preparing reports to funders
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements
- Promoting and representing Volunteering Matters and ProjectScotland across Perth and Kinross
- Contribute to the wider Volunteering Matters and ProjectScotland staff teams, upholding our values at all times

## **Person Specification**

### **Skills**

- A sound and comprehensive understanding of the particular challenges and barriers that young people face
- Understanding of how to assess the needs of an individual using a person-centered approach
- Excellent organisational and IT skills
- Excellent people skills with the ability to build professional, long-term relationships with others
- Beneficiary-focused, and adaptable – able to go from strategic conversations with key partners to chatting with a young nervous potential volunteer
- 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 around contract compliance
- Experience of project management and working to deadlines

### **Experience**

- Significant experience working directly with young people, particularly those who face challenges and barriers
- 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

## **Qualifications**

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

## **Other**

Having a regular presence in the area to work with partners and young people is essential for this role. Given the geographical spread of the working area, a driving license and access to a vehicle would be beneficial. When home based, internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

## **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

**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.