



**Engagement Manager**  
**35 hours per week, Start Date ASAP**  
**Fixed Term Contract until 31 October 2023 (extension possible dependent on funding)**

<b>Location:</b>	Newcastle (office based or locally home based)
<b>Role Reports To:</b>	Delivery Leader for North East England
<b>Direct Reports:</b>	None
<b>Job Family:</b>	Job Family 3 - £25,000 per annum
<b>Department:</b>	Delivery

### Role Purpose

Volunteering Matters are looking for a talented, dynamic, and professional Engagement Manager to join our team in Newcastle upon Tyne. The right candidate would be someone who can work flexibly and demonstrate an understanding and commitment to our organisational values.

Over the last 18 months, we have led the development and delivery of the new “Home from Hospital and Community Support” volunteering programme in Newcastle, alongside our delivery partner’s - Chain Reaction.

This service involves volunteers supporting patients to return home from a hospital stay, ensuring the patient is settled and comfortable at home and providing short term emotional and practical support. Further information on the project is available online -

<https://volunteeringmatters.org.uk/project/home-from-hospital-and-community-support/>

As our Engagement Manager, you will be the lead Volunteering Matters staff member delivering this programme, working closely with our Chain Reaction partners, stakeholders, funders, volunteers, and other internal colleagues to ensure the project continues to be a success.

This is a Fixed Term contract until 31.10.2023 at the moment, an extension to the contract is possible, dependent on future funding being available for the project.



## Key Duties & Responsibilities

- Consistently role model and display our organisational values
- Overseeing the Home from Hospital and Community Support volunteering programme, acting as the lead contact, and working in partnership with all stakeholders, colleagues, and partners on a daily basis
- Managing the receipt and recording of referrals through an existing digital referral system
- Chairing monthly partnership meetings to steer the development of the service by considering and acting upon input from all the delivery partners
- Developing, designing, and publishing marketing and promotional materials related to the programme and distributing these within both Newcastle hospitals and the community.
- Supporting Chain Reaction partners to recruit new volunteers through existing infrastructure of Volunteer Centre Newcastle and the Newcastle Volunteer Passport Scheme
- Ensuring that the project is in line with organisational policies, including risk management, quality assurance and Equality, Diversity and Inclusion
- Ensuring monitoring, impact and evaluation information and data is collected and recorded, and that the programme meets its agreed targets, reporting format and schedule. As part of this, you will prepare and send out regular reports to our funders and the wider stakeholder group.
- Promoting and representing Volunteering Matters across Newcastle and the Northeast of England, including through attending networking and other events

*This 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.*



## PERSON SPECIFICATION

### Skills Required

- A comprehensive understanding of best practice in Volunteer Management
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload and prioritise accordingly
- Excellent written and verbal communication skills including being able to have strategic conversations with external partners one minute, and talk to an anxious or unsure volunteer/beneficiary the next
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages
- Excellent people skills with the ability to build professional, long-term relationships with various stakeholders, to influence and motivate others
- A creative approach to problem solving
- Skills around creating content for social media

### Experience Required

- Experience in all aspects of effective Volunteer Management (recruitment, training, support)
- Experience working with a wide range of stakeholders, proven ability to communicate effectively and work as part of a team
- Experience of Project Coordination/Management, achieving high targets, managing a busy workload and working to strict deadlines
- Experience of measuring impact and understanding data
- Understanding of and full commitment to Equality, Diversity, and Inclusion

### Qualifications Required

Relevant experience and an understanding and commitment to our organisational values is more important for this role, rather than any specific qualifications.





## Day to Day Working

Part of your working week will be based within Newcastle communities, meeting in person with referral partners, colleagues, funders, volunteers and other stakeholders, and attending local events.

For the remainder of the time, you can work from home (must be local to Newcastle) or from our Newcastle office (Mea House). Good internet access and a suitable home working environment is required. All I.T. equipment, mobile phone and infrastructure will be supplied.

## Our Values & Way of Working:

Volunteering Matters offer flexible working by default. In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our organisational values:

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

## Diversity & Inclusion:

We encourage applications from people of all backgrounds and communities. This will help us to ensure that our staff team represents the people we serve in the North East of England. We particularly welcome applications from Black people, people of colour, and people with disabilities - all of whom are currently under-represented in our staff team.

## Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills and attributes" section of this job description.

To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show The Salary, Salary History.





### To Apply for this role

- 1) Download and complete our Application Form
- 2) Download and complete our Recruitment Monitoring Form
- 3) Send all documentation by email to - [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk)

If you have any questions or would like to speak to the Recruiting Manager for this role, please don't hesitate to contact [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk)

