



Volunteer Engagement Manager

31.5 hours per week (0.9 FTE)

Start Date ASAP

Permanent Contract

Location:	City of Edinburgh (office based at EH7 5JT, or locally home based)
Role Reports To:	Project Manager for Edinburgh and Lothians
Direct Reports:	None
Job Family:	JF3 - £22,500 per annum (£25k Full Time Equivalent)
Department:	Delivery

Role Purpose

Volunteering Matters are looking for a talented, dynamic, and professional Engagement Manager to join our team in the City of Edinburgh. The right candidate would be someone who can work flexibly, while demonstrating a strong understanding and commitment to our organisational values.

In this role you will work as part of a small staff team, coordinating the delivery and development of our established **Family Supporters** programme across the City of Edinburgh.

Family Supporters is an effective mentoring programme which offers practical, emotional, and social support to parents and families across Edinburgh, empowering them to face a range of life challenges and issues. We recruit, train and match dedicated, local volunteers to help families every step of the way, spending 1-1 time together on a personalised set of goals chosen by the family, for the family.

The programme supports parents and families in lots of ways such as help to access Employment, further Education or Training, improved living standards, budgeting skills, healthier eating, better school life and behaviour, access to physical and mental health and wellbeing resources/aid, as well as introducing parents to community resources and volunteering, to name a few.

This role has a particular focus on supporting parents/families who are New Scots (Refugee's, Asylum Seekers, Displaced people) as well as parents/families from ethnically diverse backgrounds. Further details and information on Family Supporters Edinburgh can be found on the Volunteering Matters website.





Key Duties & Responsibilities

- Consistently role modelling and displaying Volunteering Matters organisational values
- Contribute to effective teamwork across the regional team and the wider charity, in line with our “flexible working by default” and “self-managed teams” philosophy
- Deliver and develop the Family Supporters programme across the City of Edinburgh, meeting ambitious targets and milestones, ensuring all families/parents engaged achieve positive outcomes
- Establish and maintain effective working relationships with internal and external stakeholders including colleagues, volunteers, families, social work, NHS, Education partners, third sector organisations and others.
- Effective recruitment, selection, training, and ongoing support of a diverse pool of talented and dedicated volunteer mentors from a wide cross-section of the community
- To maintain Volunteering Matters standards around quality and effective Volunteer Management
- To manage all elements of family’s experience, from referral to completion of their support journey
- To manage the risk assessment, safeguarding, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information is collected and that Family Supporters meets it’s agreed targets, reporting format and schedule. Assist the Project Manager by preparing Impact Reports.
- Administration tasks including maintaining effective and accessible records, the use of Microsoft Office, Teams, Zoom and other software such as Canva (use to develop relevant promotional material and information)

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.



Skills / Knowledge Required

- Excellent knowledge & understanding of the life challenges and issues that families face in Scottish society, particularly New Scots, or families from ethnically diverse backgrounds
- An understanding of how to assess the needs of an individual using a person-centered approach
- Excellent written and verbal communication skills including being able to have strategic conversations with partners and stakeholders one minute, and talk to an anxious or unsure parent the next
- Excellent people skills with the ability to build professional, long-term relationships with various stakeholders, to influence and motivate others
- Excellent organisational and IT skills including the ability to manage workload, prioritise effectively and strong attention to detail
- Able to use own initiative and work independently at times

Experience Required

- Significant experience working directly with families, particularly those who face barriers/life challenges
- Experience in supporting volunteers through quality Volunteer Management practices
- Evidence of relationship management experience with a wide range of stakeholders
- Experience of project coordination, achieving high targets, a busy workload and working to strict deadlines
- Proven ability to communicate effectively and work as part of a larger regional team
- Experience in Safeguarding / Child Protection / Adult Protection
- Understanding of, and full commitment to Equality, Diversity, and Inclusion

Qualifications

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





Other

Part of your working week will be based in local Edinburgh communities, meeting families, volunteers, colleagues, and other stakeholders. For the remainder of the time, you can choose to work from home (must be based locally) or from our Edinburgh office premises (EH7 5JT).

If working from home, you will need good internet access and a suitable home working environment.

All I.T. equipment, mobile phone and infrastructure will be supplied by our organisation.

PVG

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

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.

Employee Benefits

Volunteering Matters ambition is to be the best place to work in the charity sector. We offer a range of employee benefits which include:

Fully flexible working
Unlimited annual leave policy
Cycle to Work scheme
Interest free season ticket loan (travel)
Competitive and supportive maternity/adoption/family leave provision
Competitive and supportive sick leave provision
An organisational "Wellbeing Promise"





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 Edinburgh and the Lothians.

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 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) Prepare an up-to-date CV
- 2) Prepare a supporting statement. Your supporting statement should NOT be a simple cover letter, it IS a detailed description of why you are a suitable candidate for this role. When creating your supporting statement, you could consider the job role, as well as the skills and experience that we are looking for.
- 2) Download our Recruitment Monitoring Form from our website
- 3) Send all documentation by email to - 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

