

# VOLUNTEERING MATTERS

## JOB DESCRIPTION

Engagement Manager - Newcastle Good Neighbours Project  
28 hours per week - Permanent Contract

Location: Newcastle-upon-Tyne (hybrid –office, home, community based)  
Role Reports To: Delivery Leader for Scotland and Northeast England  
Job Family: Job Family 3 - £20,000 per annum (£25,000 FTE)

### Volunteering Matters and our work across Newcastle

Volunteering Matters is a social change charity, supporting communities to overcome adversity, tackle isolation and loneliness, improve mental and physical health, develop skills and opportunities, and ensure that people can lead change by volunteering. We passionately believe everyone in the UK should have the opportunity to thrive, and that volunteering changes lives.

We have been operating **Volunteer Centre Newcastle (VCN)** since 2005. VCN provides a wide range of support around all things volunteering to 1250+ charities, organisations, and groups across Newcastle. Each year, we also support 2000+ members of the public who are interested in volunteering and need support to get started. We also lead the innovative **Newcastle Volunteer Passport Scheme**, and the **Home from Hospital** project which supports older people with their transition home following a hospital admission.

### Newcastle Good Neighbours Project

We are working in partnership with Newcastle City Council, and other partners, to launch a new “Good Neighbours” project. We would all like to live in a place that has a sense of community, where people look out for their neighbours. This project aims to foster a feeling of positive wellbeing and independence for those who may be socially isolated, or who don’t have many people around them, giving that “little bit of help”.

The project will help people in the community feel safe, supported, and more able to live an independent life, whilst preventing, reducing and delaying the need for formal support through Adult Social Care.

It will also provide people the opportunity to volunteer a little time, in a flexible way, to make a difference in their own community. We know volunteering can lead to enhanced skills, and positive wellbeing. Volunteers will provide practical or social support, completing “one-off” or short-term tasks, supporting a neighbour. This may include things like grocery shopping, collecting prescriptions, driving someone to a GP appointment, helping with odd jobs around the house, light gardening, or checking in with someone for a cuppa and chat.



## The role of Engagement Manager

You will lead the day-to-day delivery of the Good Neighbours project. Initially running as a 2-year pilot, we aim to attract and recruit as many volunteers as possible, whilst ensuring that people who could benefit from the service know about it, and can receive support quickly and easily.

The right person for this position would be someone with a good knowledge and understanding of “best practice” in Volunteer Management. It is essential that the postholder can work flexibly, is an excellent communicator, and can build strong working relationships with a range of people. In this role, you will:

- Work alongside other Volunteering Matters colleagues/projects in Newcastle, in a joined-up way, ensuring we attract volunteers to become a “Good Neighbour”
- Recruit, train, induct, and provide ongoing support to a network of “Good Neighbours” across Newcastle, ensuring each volunteer has a positive and rewarding experience
- Develop strong working relationships with colleagues within Newcastle City Council, and other partners and stakeholders, to raise the profile of the project as a new service locally
- Match volunteers with the right volunteering tasks, at the right time, which suit their goals and interests. This will include the use of the innovative Volunteer Management system “Volunteero”
- Ensure the project runs smoothly in line with Volunteering Matters policies and processes, compliance needs, meeting ambitious goals/outcomes around number of volunteers involved, and people supported

## Employee Benefits

Volunteering Matters ambition is to be the best employer in the UK charity sector. We have a positive, inclusive and empowering workplace culture, and offer a wide range of Employee Benefits which include:

- Fully flexible working - the ability to choose preferred working days, hours, and primary work location
- An unlimited (paid) annual leave allowance - to help achieve a positive work-life balance
- Free access to our Employee Assistance programme (provided by Health Assured)
- Free access to a range of staff discounts (provided by VIVUP)
- Learning and Development opportunities to meet your career and progression goals
- Interest free season ticket loan (for public transport)
- Cycle to Work scheme
- Employee Pension Scheme
- Competitive and supportive maternity/adoption/family leave provision, and sick leave provision



## Our Ways of Working

Volunteering Matters offer flexible working by default. This means that our team members have significant flexibility and choice when it comes to place of work, working days and hours, and are empowered with the responsibility of managing their own workload and diary.

Part of your working week will need to be based within local communities in Newcastle, meeting with partner organisations, volunteers, and other stakeholders. Appropriate travel costs will be re-imbursed.

For the remainder of the time, you can choose to work from our Newcastle office (NE1 8AF) or from home (must be within reasonable travel distance to Newcastle). If you choose to work from home, you will need a strong WIFI connection, and a suitable home working environment. IT equipment, and other infrastructure will be supplied.

## Key Duties & Responsibilities

- Consistently role modelling and displaying our organisational values in every aspect of your work (being Positive, Inclusive, Empowering, Compassionate, Straightforward)
- Contribute to effective teamwork across the regional team, and the wider charity, working in a flexible way
- Coordinate and deliver the Good Neighbours project, meeting ambitious goals and milestones, ensuring all volunteers and beneficiaries achieve positive outcomes
- Establish and maintain strong working relationships with internal and external stakeholders including colleagues, volunteers, beneficiaries, partner organisations, funders and others. In order to generate referrals, attract volunteers, and meet beneficiaries needs.
- Effective recruitment, selection, training and ongoing support of a diverse network of volunteers
- Developing, designing, and publishing marketing & promotional materials related to the project. Provide support to ensure we have an appropriate, up to date and engaging website and social media channels.
- Being a champion of volunteering, taking part in events, talks, or engaging with traditional media sources to promote volunteering, and the benefits to individuals and organisations
- Ensure the Good Neighbours project is delivered in line with Volunteering Matters compliance, organisational practices and policies (including Safeguarding, Health and Safety etc)



- Administration tasks including maintaining effective and accessible records, the use of “volunteero” (Volunteer Management system), Microsoft Office, Teams, and Canva – full training will be given
- Ensuring monitoring, impact and evaluation information and data is collected, and that the Good Neighbours project meets its agreed targets, reporting format and schedule

*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.*

## Person Specification

### Skills Required

- An excellent knowledge and understanding of best practice in all areas of Volunteer Management (recruitment, training and support)
- Excellent people skills, able to build professional, long-term relationships, to influence and motivate others
- Excellent organisational skills including ability to manage a busy workload, prioritise, strong attention to detail
- Excellent written and verbal communication skills, including delivering presentations to a range of audiences, having strategic conversations with partners one minute, then talk to an anxious volunteer the next
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages
- A creative approach to problem solving, ability to work independently and use own initiative
- Skills around creating content for social media, drafting promotional materials, website content etc.

### Experience Required

- Experience of coordinating/managing volunteers
- Experience in all aspects of effective Volunteer Management, in line with best practice
- Experience working as part of a team, with a proven ability to communicate effectively



- Experience of developing partnerships (particularly referral routes) with other organisations or groups
- Experience of achieving ambitious targets, managing a busy workload and meeting deadlines
- Empathy and experience working with vulnerable, or socially isolated people, and assessing their needs
- A good understanding of, and full commitment to, Equality, Diversity, and Inclusion

### *Qualifications Required*

We are looking for a candidate with relevant knowledge, skills and experience, as well as commitment to our organisational values, rather than any specific qualifications.

### **Diversity & Inclusion**

This role requires an Enhanced Level DBS which Volunteering Matters will process and pay for. Having a criminal conviction is not necessarily a barrier to working with us.

### **Diversity & Inclusion**

We encourage applications from people of all backgrounds and communities. This helps us ensure our staff team represents the people we serve in the Northeast of England. We particularly welcome applications from people of minority ethnic backgrounds and people with disabilities - all of whom are 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 Require / Skills Required” 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.



## 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. Instead, it should be a detailed description of why you are a suitable candidate. You should consider the job role, and the skills and experience that we are looking for. A minimum of 1 A4 page is recommended.
- 3) Complete our Recruitment Monitoring Form
- 4) Send CV and Supporting Statement by email to - [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) in advance of the deadline

We will be in touch with all candidates who have been shortlisted for an interview shortly after the closing date.

All candidates selected for an interview will receive a briefing pack in advance, allowing them the opportunity to prepare for the interview.

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)

