

Connected Voice

Our purpose

We exist to serve voluntary and community organisations in Newcastle and Gateshead and beyond. We work to support the enduring mission of those organisations to benefit society, by reducing inequality and enriching lives.

Our Vision

Newcastle and Gateshead have a thriving voluntary and community sector that is well supported, well-connected, and has the ability to achieve its goals.

Our New Strategy: Connecting People, Supporting Action

Our [strategy](#) sets out our vision for the next five years; one that empowers people, strengthens partnerships, and drives meaningful change across our communities.

Join our team!

Connected Voice is committed to providing equal opportunities for all. We wish to increase the diversity of our staff and welcome applicants from all sections of the community, particularly from people with disabilities, LGBTQ+ people, and those from ethnically diverse backgrounds.

Connected Voice is looking for a Grant Holder Support Officer who will work directly with VCSE organisations funded by or seeking to be funded by the National Lottery Community Fund (NLCF). You will be a key member of our Support and Development team, strengthening the capacity of VCSE sector organisations to successfully meet grant objectives and to improve their management and governance.

This role is part of a wider pilot programme across Tyne and Wear and County Durham. Equivalent roles will be hosted at our sister local infrastructure organisations and you will meet your peers regularly to ensure seamless support to NLCF grant holders across the area.

In 2024/25, our Support and Development team supported 544 organisations with funding, governance, policies and procedures, and organisational development. We helped organisations to secure over £2 million of grant funding. We delivered 19 training courses on subjects including: Funding Strategy, Effective Bid-Writing, Monitoring and Evaluation, and Trustees Roles and Responsibilities.

This is an excellent opportunity for you to make a difference to our local VCSE sector. You will also build your skills, experience and networks.

Other Connected Voice services:

Advocacy supporting people in vulnerable circumstances to be aware of their rights and available choices; make informed decisions; have their voice heard; participate fully in decisions; and gain the skills to self-advocate where appropriate.

Volunteering supporting employee volunteering opportunities through Sector Connector in Newcastle; working strategically with VCSE organisations in the city to share the voice of volunteers and volunteer-involving organisations with decision makers; running Gateshead Volunteer Centre.

Business Services providing financial services for the VCSE sector, including financial management, bookkeeping, and charity independent examinations.

Haref working to identify health issues that affect ethnically marginalised communities. Amplifying voices within those communities and working to reduce health inequalities linked to ethnicity and culture.

Health Equity connecting charities and community organisations to health services to improve knowledge and partnerships, with a focus on digital inclusion.

VCSE Alliance supporting the development of the VCSE sector by making commissioning more accessible for smaller grassroots organisations. The partnership consists of over 150 organisations from Newcastle and Gateshead.

The benefits of working at Connected Voice:

[Our values](#) are intrinsic to the way work. We're continually striving to be an [outstanding](#) and [inclusive](#) employer. This means when you join our team you can expect:

- 29 days holiday per annum, bank holidays plus 3 days between Christmas and New Year (pro rata for part time)
- Pension scheme – up to 5% employer contribution
- BUPA cash health plan
- Enhanced sickness benefit scheme depending on length of service
- Flexible and hybrid working
- Office base in a modern, environmentally friendly building
- Life insurance – two times salary cover
- Flexitime system
- Credit Union savings scheme

- Bike to Work scheme
- Corporate metro pass scheme
- 2 paid volunteering days per annum (pro rata)

Connected Voice accreditation/ awards:

We're dedicated to continuously enhancing our work environment for our staff and the quality of services we provide:

- Investors in People
- Real Living Wage Employer
- We Shine Advanced
- Time to Change – Mental Health
- Better Health at Work – Gold Level
- Investors in the Environment – Green (Gold) Level
- Local Infrastructure Quality Accreditation
- Volunteer Centre Quality Accreditation
- Advocacy Quality Performance Mark (QPM) 2025
- Cyber Essentials Accreditation
- Disability Confident

Job Description:

Job title:	Grant Holder Support Officer
Salary:	The full-time salary is £28,366 to £31,518
Hours:	37 hours per week. We have flexible working
Contract type:	Funded for two years initially via a National Lottery Grant
Reports to:	Support and Development Manager
Office base:	Connected Voice, One Strawberry Lane, Newcastle upon Tyne, NE1 4BX We have hybrid working. In this role, you will spend a minimum of three days per week working in the community and/or office
Last reviewed:	July 2026

1. Job purpose

- Strengthen VCSE sector organisations in Newcastle and Gateshead by providing good quality support and advice that enables them to run effectively.
- Work closely with colleagues at the National Lottery Community Fund, and our local infrastructure partners across North Tyneside, South Tyneside, Sunderland and Durham to ensure VCSE organisations have the right support to manage their grants effectively and achieve their goals.
- Ensure effective referral pathways and seamless support for organisations across the programme partners.
- Take an active learning approach to this pilot project, being flexible and sharing learning, insights and resources with our partners as we develop.

2. Key responsibilities

- Manage a case load of VCSE organisations who require support to achieve their grant outcomes, including supporting them with governance, reporting, understanding risk, understanding financial management, developing appropriate policies and procedures, etc.
- Work side by side with VCSE organisations as you take them through an organisational healthcheck process, agreeing together which areas to focus on to support their development.
- Provide one to one support and advice, training, or other guidance as required.
- Support the development of a programme of workshops to help VCSE sector organisations understand Lottery grant expectations.
- Take part in regular review meetings with our project partners and evaluation partner, sharing intelligence, working together to tackle problems and find solutions.
- Work as part of our wider Support and Development team, ensuring VCSE organisations have access to our full training and support offer.

3. General requirements

- Contribute to developing Connected Voice and all its services
- Attend staff meetings, team meetings, supervision, annual appraisal and other meetings as required
- Record and monitor your work regularly and produce reports as required
- Maintain up to date knowledge and skills required to fulfil the duties of the role
- Work within our Connected Voice values and policies and procedures
- Ensure equity, diversity, inclusion is upheld in our work

- Service your own administrative needs and be responsible for organising and prioritising own workload
- Carry out occasional other duties as agreed in line with the aims of Connected Voice

4. Person specification

Essential requirements necessary for the role to be evidenced on the application form and at the interview:

- Experience of working in the VCSE sector or in a role giving advice and guidance.
- Strong understanding of the VCSE sector and the challenges and opportunities we face.
- Understanding of the key elements of running a VCSE organisation, including governance, financial management, monitoring and evaluation (additional training can be provided).
- Experience of building relationships with people from a wide range of backgrounds and positions.
- Experience of supporting and developing people/ organisations to address issues and achieve goals.
- Good analytical skills and ability to apply critical thinking
- Excellent communication skills and listening skills.

Personal attributes and values to be demonstrated at the interview:

- Commitment to the purpose, values and aims of Connected Voice
- Commitment to detail, ensuring work is understandable, accurate, and concise
- Commitment to equity, diversity and inclusion
- Enthusiasm, energy, and resilience to work in a fast-paced environment managing multiple and competing demands
- Commitment to working within professional boundaries
- Willing to work in co-operation with team members across service areas
- Commitment to good organisational and time management
- Willing to work flexibly and creatively within their role
- Commitment to continuous professional development

5. Equality and Diversity

Connected Voice is committed to promoting equality and diversity and will take steps to challenge discrimination, harassment and victimisation in everything we do.

No organisation or individual to whom we provide services will be disrespectfully treated or discriminated against by us on any condition or requirement that cannot be shown to be justified including but not limited to the nine protected characteristics defined in the Equality Act 2010.

6. General Data Protection Regulation (GDPR)

Connected Voice has included with the application pack the Employee Data Protection and Privacy Policy which sets out information in relation to the processing of employee and recruitment data.

The information you provide on the application form is strictly confidential. It will only be seen by the interview panel and recruitment administrator. However, if you are offered employment with us, it will be placed in your personnel file to which only the Chief Executive, Office Manager, Chair and Vice Chair will have access. If appointed the application form will be kept for the duration of your employment and for nine months afterwards. If you are unsuccessful in your application for employment, your application form will be held for six months following your interview in the event there are any queries and will then be shredded.

As part of our assessment, we may have to carry out checks to verify the information provided by you. We may obtain information about you from third parties (including referees) and disclose your personal data to certain third parties such as law enforcement bodies for this purpose.

7. Terms and Conditions

Holidays:	29 days per annum, bank holidays plus 3 days between Christmas and New Year (pro rata for part time)
Pension:	Scottish Widows pension scheme – up to 5% employer contribution
Probation:	5 months
Notice	A minimum notice period of 2 months on either side is required

8. Changes to job descriptions

All jobs are subject to change from time to time and this job description will be reviewed regularly.

The job description is a guide to the work required to be undertaken and represents a range of responsibilities in line with the grade for the post.

9. Advice to candidates

Before completing the application form, carefully read through the Job Description and Person Specification. Bear in mind the requirements of the job and use the form to explain how you meet the criteria. You **should not enclose a CV** as this will not be considered. If you have not heard from us, please assume that your application has been unsuccessful.

Please return your application **by 26 October 2026 at 5.00pm** . We will hold in person interviews on **5 November 2026**. All forms should be returned to Judith Temple at judith.temple@connectedvoice.org.uk