



Job Description

Job title: Engagement Manager (East of England and East/West Midlands)

Role reports to: Project Manager

Department: Enterprise Directorate; Employee Volunteering

Volunteering Matters

Volunteering Matters use the unique power of volunteering to bring people together and build stronger, more resilient communities across the UK. We bring people together to resolve some of society's most complex issues.

About the Enterprise Directorate

Our Enterprise Directorate is the entrepreneurial arm of Volunteering Matters. Our team provides commercial services centered on volunteering and training to a range of UK leading businesses. We currently have two established services; Employee Volunteering and Get The Gen.

Employee Volunteering (EV)

We work with UK businesses acting as a broker to manage their internal employee volunteering programmes. We create and deliver community led volunteering opportunities for their employees that also align with their Corporate Social Responsibility or business aims.

Role Overview

We are looking for a passionate dynamic Engagement Manager to join our national team covering the East of England, East and West Midlands. The right candidate would be someone who can work flexibly and demonstrate an understanding and commitment to our organisational values. The Engagement Manager will work as part of the national Employee Volunteering team working with corporate clients and community partners in the East of England and Midlands, creating and delivering team volunteering events both off and online.

Duties and Responsibilities:

- Research and deliver volunteering opportunities (on/off-line) to meet the needs of specific client teams of volunteers, ensuring they are impactful and safe
 - Carry out a logistics visit or virtual planning meeting and risk assessment for volunteer activity, ensuring compliance with the quality standards set by Employee Volunteering
 - Develop partnerships and manage relationships with community organisations and colleagues leading on internal Volunteering Matters projects
 - Ensure monitoring, impact and evaluation information and data is collected and that projects meet agreed targets, reporting format and schedule.
 - Assist the Project Managers and Marketing Manager by preparing case studies, change stories and reports.
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- Assist the New Business Development manager with prospective client proposals by sharing new ideas, community needs or volunteer experiences as required
- Administration tasks including maintaining up to date, effective and accessible records, and the use of Microsoft Office and other software packages
- Work both collaboratively and independently as a member of the Employee Volunteering team and wider Enterprise Directorate to support other areas of our work and our continuous improvement strategy
- Promote and represent Volunteering Matters and our work in line with our values

***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.*

Person Specification

In deciding who to shortlist and appoint to this post, we will be looking for evidence of the following skills, knowledge, experience, and personal qualities. **The written cover letter is your opportunity to demonstrate how you fulfil the person specification requirements.**

Essential

- A strong passion and commitment to volunteering and understanding of its potential as a force for change
 - A strong passion and commitment to our organisational values and inclusive work environment
 - A good understanding of and willingness to comply with health and safety, safeguarding and data protection requirements
 - Straight-forward communication and strong people skills, including the ability to develop professional relationships and to inspire others
 - Excellent organisational and time management skills including the ability to effectively plan and manage projects with multiple partners to deadlines
 - Experience of effective team working including working with external partners and/or in customer orientated teams
 - Experience of working independently and completing a high standard of work to meet successful outcomes as part of wider objectives
 - Experience of either working or volunteering with community organisations and or businesses, as well as a knowledge and understanding of some of the issues commonly faced in society
 - Excellent administration, recording keeping and IT skills including word processing, spreadsheets, email, and the use of software such as Microsoft Teams, Zoom, CRMs, Survey Monkey
 - Full UK driving licence (or would consider other usual means of personal transportation e.g. train and bicycle)
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- A willingness to travel across Warwickshire, Norfolk, and Solihull and further afield if required. All in line with COVID-19 guidelines.

Desirable

- Experience in volunteer management and or employee volunteering
- Experience in planning and delivering volunteer training, briefings or stakeholder events
- Experience in carrying out detailed risk assessments of volunteering or other activities
- Experience of business development and income growth
- Experience of social media marketing and event management
- Experience of impact data collection and reporting to a multitude of stakeholders

Terms and Conditions

Holidays: Unlimited annual leave in line with our flexible working strategy

Pension: Contributory Flexible Retirement Scheme

Life Assurance: Cover for death in service 3 times annual salary at no cost to the employee.

Other employee benefits: cycle to work scheme, interest free loan to purchase an annual travel card and sabbatical leave after 5 years employment.

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

Our Values & Way of Working

Volunteering Matters offer flexible working as a default and in all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values;

- Empowering
- Inclusive
- Compassionate
- Positive
- Straightforward

Diversity & Inclusion

Volunteering Matters welcome all applicants and are keen to ensure their team reflects the diversity of the UK and the communities they serve. They would like to encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds.

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 letter, which demonstrates that you meet the level of competence required in the "person specification". To be considered for a guaranteed interview or to discuss reasonable adjustments, please state this in your letter. Appointment to this position is subject to Membership of the Protection of Vulnerable Groups (PVG) scheme. Having a conviction will not necessarily cause a bar to employment.
