

Job Title: Engagement Manager

Location: West London

Role Reports To: Team London Young Ambassadors Project Manager

Direct Reports: None

Job Family: 3

Department: Delivery

Volunteering Matters

At Volunteering Matters we use volunteering's unique power 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. From social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunity; to ensuring young people can become change makers in their community, the impact that we make is great. People-led and impact driven, we're a national charity that is deeply embedded in local areas across the UK.

Team London: Young Ambassadors

Team London Young Ambassadors is the Mayor of London's volunteering programme for schools, which connects young people with their communities through social action. The programme builds on the success and experience of our national award-winning projects WASSUP and WE ARE PATRICK. Our stream of the programme supports and encourages young people in non-mainstream schools and those most at risk of exclusion.

Purpose of the role

The successful applicant will assist and support the delivery of the Team London: Young Ambassadors Programme within Alternative Provision (AP), Pupil Referral Units (PRU) and Special Educational Need and Disability (SEND) Schools in West London and surrounding areas as required.

The Engagement Manager will recruit schools, engage with young people, and promote opportunities that combine youth social action, volunteering, and learning. They will play a key role in supporting young people across London to lead change, develop progressive and socially impactful social action in their communities, and place young people as central to the shaping of programmes.

The post also involves liaising with stakeholders, funders and professionals from the business and charity sector. The post holder will engage with young people and understand the complexities of diversity, and the importance of inclusion. This job is a wonderful opportunity for someone who has evidence of mobilizing young people into positive social action.

Key Duties

The job description gives an outline of key duties and is not intended to be an exhaustive list. The post holder may be asked from time to time to take on other responsibilities as reasonably requested by their manager.

- Support the delivery of the Team London Young Ambassadors programme throughout London.
- To attend all relevant meetings on behalf of Volunteering Matters, as and when required.

- Motivate and engage young people into youth social action activities.
- Ability to build relationships with young people in order to ensure sustainability and commitment into the programme.
- Liaise with key partners, staff and volunteers to support the Young Ambassadors programme delivery.
- Work in collaboration with the Young Ambassadors Project Manager and Delivery Leader to incorporate new Youth Social Action work into existing projects and partnerships.
- Recruit, establish and maintain effective working relationships and communication lines with schools.
- Recruit, train, match and support volunteers in their role.
- To ensure regular communication between project staff and volunteers is maintained and that regular supervision for volunteers is provided.
- To engage with a host of external organisations to provide volunteering opportunities for volunteers/young people.
- Assist with the evaluation and monitoring of the project and its deliverables.
- Maintain database and files.
- Ensure appropriate health and safety checks and risk assessments take place.
- Support and promote safeguarding throughout all delivery.
- Promote and adhere to Volunteering Matters Equality and Diversity Policy and all other Volunteering Matters policies which relate to the work.

Experience/Skills and Attributes:

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.

Essential

- Experience of working with young people with the ability to motivate, enthuse and develop positive attitudes.
- Committed to a strengths-based approach in working with young people.
- Understanding of the challenges and barriers faced by individuals from our culturally diverse backgrounds, accessing support and creative pathways.
- Experience of supporting project delivery and working to agreed targets and outcomes.
- The skills and confidence to facilitate workshops and empower groups of young people.
- An in-depth knowledge of safeguarding and how to embed this within programme delivery.
- Excellent communication skills and the ability to communicate appropriately and effectively with a range of stakeholders.
- Strong organisational skills and the ability to prioritise a demanding and developing workload with good attention to detail.
- Resilient, flexible with ability to work on own initiative as well as collaborating with others.
- A good, practical working knowledge of health and safety and risk assessments.
- Evidence of good administrative and IT skills.
- Understanding of and commitment to equal opportunities, data protection and confidentiality.
- Knowledge of the voluntary sector.

Desirable

- Experience of working in an educational and /or volunteering environment.

- Familiarity of London and an existing network of contacts and/or organisations based there.
- Additional language other than English.

Qualifications

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

This role requires an enhanced DBS check which will be undertaken with the successful candidate before starting.

Other

Location

With a flexible working policy, the postholder can either be based from home or from our office in Hackney. The postholder will need internet access to enable remote working. I.T. equipment and infrastructure will be supplied. From September there will be an expectation to travel across London in the role regularly (specifically West London).

Our Values & Way of Working:

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 to reflect 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 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 hrpay@volunteeringmatters.org.uk for more 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.