



**Job Title: Engagement Manager**  
**35 hours per week**  
**Start Date ASAP, Fixed Term Contact until 31.3.2022**

**Location:** Newcastle  
**Role Reports To:** Delivery Leader for Edinburgh, Lothians, Forth Valley and Northeast England  
**Direct Reports:** None  
**Job Family:** 3 - £24,000 per annum  
**Department:** Delivery

### **Role Purpose**

We're looking for a talented, dynamic, and professional Engagement Manager to join our team in Newcastle. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

Alongside our partners Chain Reaction, we're delighted to have received funding to develop and deliver a pilot "Home from Hospital" volunteering programme. This pilot will involve volunteers who support patients to return home from a hospital stay, assisting with transport, ensuring the patient is settled and comfortable at home, and providing short term emotional, practical, and social support.

As our Engagement Manager, you be the lead Volunteering Matters staff member delivering this pilot programme, working closely with our Chain Reaction partners, stakeholders, volunteers, and colleagues to ensure the pilot is a success. This is a Fixed Term contract until 31.3.2022, an extension is possible dependent on future funding.

### **Key Duties & Responsibilities**

- Overseeing the pilot Home from Hospital volunteering programme, including working with all stakeholders, colleagues, and partners on a daily basis
- Implement and manage a new operational system to manage referrals/caseload
- Acting as a single point of contact for referral agencies, coordinating and communicating referrals to our Chain Reaction partners on a daily basis
- Developing, designing and publishing marketing and promotional materials related to the programme





- Support Chain Reaction partners to recruit new volunteers through our existing infrastructure of Volunteer Centre Newcastle and the Newcastle Volunteer Passport Scheme
- Responsibility for Risk Management and Quality Assurance
- Ensure monitoring, impact and evaluation information and data is collected and that the programme meets it's agreed targets, reporting format and schedule
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements.
- Promoting and representing Volunteering Matters across Newcastle and the Northeast of England
- Contribute to the wider Volunteering Matters team, upholding our values at all times

### Skills Required

- A comprehensive understanding of best practice in Volunteer Management
- Excellent organisational skills including the ability to manage a busy workload and prioritise accordingly
- Excellent IT skills including the use of Office 365, Dropbox, Microsoft Teams, and other software packages
- Excellent people skills with the ability to build professional, long-term relationships with others
- Strong attention to detail and a willingness to accurately record all interactions
- Experience of Risk Management processes and impact measurement
- Experience of project management and working to deadlines

### Experience Required

- Significant experience working directly with volunteers
- Demonstratable relationship management experience with a wide range of stakeholders
- Experience of project management, achieving high targets and working to strict deadlines
- Proven ability to communicate effectively and work as part of a team





## Qualifications

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

## Other

**Location:** This role is based from Volunteering Matters Newcastle office at Mea House, or from home (must be close to Newcastle).

The postholder will require good internet access to enable remote working, and a suitable home office space. I.T. equipment and infrastructure will be supplied.

Post Covid-19 there may be an expectation to travel across the region in the role. This includes travel to meet partners, colleagues or volunteers

## 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 welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

## 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](mailto: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

- 1) Download our application form
- 2) Download our Recruitment Monitoring Form
- 3) Send all documentation by email to - [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk)

*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.*

