

Job Description

Job title: Project Manager

Role reports to: Delivery Leader

Department: Enterprise Directorate; Employee Volunteering

Contract: Fixed term contract until 30/06/2022

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 Project Manager to join our national team as one of the key managers. The right candidate would be someone who can work flexibly and demonstrate an understanding and commitment to our organisational values. The Project Manager will be responsible for managing the development of key relationships with a range of corporate clients in Rhondda Cynon Taf and Newport as part of a wider government funded programme. The programme involves a range of partners coming together to increase opportunities for economically inactive and unemployed people in these areas. They also directly line-manage the delivery team who are responsible for projects we agree with our clients.

Duties and Responsibilities

Client Relationship Management & Development

- To act as the client's primary contact from EV building strong relationships with key client contacts and facilitating engagement with all parts of our business as necessary
 - To work in a way that is client led, whilst being flexible and adaptable in terms of how we can manage and deliver required levels of service for our clients that both works for them and for EV as a business
 - To lead negotiations with our existing clients as appropriate on all aspects of their continued engagement with our EV service and to proactively seek to grow business and income as part of these negotiations
 - To lead renewal discussions with existing clients and prepare proposals for associated work.
 - To provide an exemplary customer service experience
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Manage the Delivery Team to consistently provide a high-quality service to our clients

- To effectively account manage a flexible portfolio of client delivery
- To be responsible for the effective management of the delivery team to provide a high-quality service for a range volunteering activity as agreed with corporate clients, developing and adapting additional resources to facilitate delivery as required
- To ensure the delivery team manage all risk within our service delivery so that all compliance obligations are met (relating to external legislation and internal policies)
- To contribute to and implement systems and processes to maximise efficiency of the team
- To lead all agreed monitoring, evaluation and reporting services with clients as part of their activity

Administrative and financial management

- To maintain up to date and high-quality records of client activity on all internal systems
- To develop and maintain project budgets for clients within the portfolio, initiate swift payments to the schedule agreed with clients and that all invoices are paid, and contribute to internal financial reporting as required
- To display leadership in contributing to the team's continuous improvement strategy for collective internal reporting objectives

Leadership within the team

- To provide effective and supportive line management to the delivery team, allocating activity as required and regularly monitor the quality of their delivery
- To be a proactive member of the EV Management team and help drive our continuous improvement strategy
- To liaise effectively with the Delivery Leader and other Project Managers on the effective distribution of team resources in the fulfilling of client objectives and internal obligations
- Carry out all other duties as reasonably requested by your line- manager.
- 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
- Straight-forward communication and strong people skills, including the ability to develop professional relationships and to inspire others
- 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, office 365, Microsoft Teams, Zoom, CRMs, MS Forms
- Full UK driving licence and willingness to travel across Newport, Rhondda Cynon Taf and further afield if required. All in line with COVID-19 guidelines.
- Ability to manage a portfolio of complex projects and programmes in a volunteering environment, including all quality assurance, risk and budget management
- Ability to provide supportive line management and to effectively organise the workload of the delivery team members
- A good knowledge and understanding of CSR and Employee Volunteering

Desirable

- Ability to speak Welsh or a willingness to learn
- Experience in volunteer management and or employee volunteering
- 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

Start date: January 2022 (Virtual interviews will be held between Monday 13th – Friday 17th Dec)

Hours: 35 hours per week. Part-time (28 hrs min) or job-share opportunities will be considered

Location: Newport and or Rhondda Cynon Taf

Salary: £28,500 FTE

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.
