



## JOB DESCRIPTION

### Engagement Manager

35 hours per week / Permanent Contract

Start Date ASAP

<b>Location:</b>	City of Edinburgh (office based at EH7 5JT, or locally home based)
<b>Role Reports To:</b>	Project Manager
<b>Direct Reports:</b>	None
<b>Job Family:</b>	Job Family 3 - £25,000 per annum
<b>Department:</b>	Delivery

### An introduction to our organisation

Volunteering Matters are a national volunteering and social change charity. We passionately believe that everyone in the UK should have the opportunity to thrive. We bring people together, through the power of volunteering, to resolve some of society's most complex social issues.

### An introduction to the role

Volunteering Matters are looking for a talented, dynamic, and professional Engagement Manager to join our team in the City of Edinburgh. The right candidate would be someone who can work flexibly, is driven, and able to demonstrate a strong understanding and commitment to our organisational values.

In this role, you will support the delivery and development of our established **Family Supporters** programme across the City of Edinburgh. Family Supporters is an effective mentoring programme which offers practical, emotional, and social support to parents and families across Edinburgh, empowering them to face a range of life challenges and issues. We recruit, train and match dedicated, local volunteers to help families every step of the way, spending 1-1 time together on a personalised set of goals chosen by the family, for the family.

The programme supports parents and families in lots of ways such as improved living standards, budgeting skills, healthier eating, better school life and behaviour, help to access Education, Employment or Training, access to physical and mental health and wellbeing resources/aid, as well as introducing parents to community resources, to name a few.

Further information on Family Supporters Edinburgh can be found on the Volunteering Matters website.





## Key Duties & Responsibilities

- Consistently role modelling and displaying Volunteering Matters organisational values
- Contribute to effective teamwork across the regional team and the wider charity, in line with our “flexible working by default” and “self-managed teams” philosophy
- Deliver and develop the Family Supporters programme across the City of Edinburgh, meeting ambitious targets and milestones, ensuring all families engaged achieve positive outcomes
- Establish and maintain effective working relationships with internal and external stakeholders including colleagues, volunteers, families, social work, NHS, Education partners, third sector organisations and others.
- Effective recruitment, selection, training, and ongoing support of a diverse pool of talented and dedicated volunteer mentors from a wide cross-section of the community
- To maintain Volunteering Matters standards around quality and effective Volunteer Management
- To manage all elements of family’s experience, from referral to completion of their support journey
- To manage the risk assessment, safeguarding, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information is collected and that Family Supporters meets it’s agreed targets, reporting format and schedule. Assist the Project Manager by preparing Impact Reports.
- Administration tasks including maintaining effective and accessible records, the use of Microsoft Office, Teams, Zoom and other software such as Canva (use to develop relevant promotional material and 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.*





## Skills / Knowledge Required

- Excellent knowledge & understanding of the life challenges and issues that families face in Scottish society including an understanding of “The Promise”.
- An understanding of how to assess the needs of an individual using a person-centered approach
- Excellent written and verbal communication skills including being able to have strategic conversations with partners and stakeholders one minute, and talk to an anxious or unsure parent the next
- Excellent people skills with the ability to build professional, long-term relationships with various stakeholders, to influence and motivate others
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload, and prioritise effectively
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages
- A creative approach to problem solving, an ability to work independently and use own initiative

## Experience Required

- Significant experience working directly with families, particularly those who face life challenges
- Experience in all aspects of effective Volunteer Management (recruitment, training, support)
- Experience developing strong working relationships, with a range of internal and external stakeholders
- Experience of project management, achieving goals, managing a busy workload and working to deadlines
- Experience of measuring the impact of mentoring/volunteering, and understanding the results
- Understanding of and full commitment to Equality, Diversity, and Inclusion

## Qualifications

We are looking for a candidate with relevant knowledge, skills and experience, as well as commitment to our organisational values, rather than any specific qualifications.





## Our Values & Way of Working:

Volunteering Matters offer flexible working by default. This means that our staff have significant flexibility when it comes to place of work, working days and hours, and are empowered with the responsibility of managing their own diary and workload.

Part of your working week will be based in local communities within the City of Edinburgh, meeting families, volunteers, and other stakeholders. For the remainder of the time, you will work from our City of Edinburgh office, or from home (must be local to Edinburgh).

If working from home, you will need good internet access and a suitable home working environment. All I.T. equipment, mobile phone and other infrastructure will be supplied.

At Volunteering Matters, we embrace a philosophy of 'Freedom within a Framework' and are guided by our organisational values at all times:

We are Empowering.

We are Inclusive.

We are Compassionate.

We are Positive.

We are Straightforward

We are looking for a candidate who can evidence these characteristics in their application and at interview.

## Employee Benefits

Volunteering Matters ambition is to be the best place to work in the charity sector. We offer a wide range of employee benefits which include:

- Fully flexible working
- Unlimited annual leave allowance to achieve a positive work-life balance
- Cycle to Work scheme
- Interest free season ticket loan (public transport)
- Competitive and supportive maternity/adoption/family leave provision
- Competitive and supportive sick leave provision
- Access to our free Employee Assistance line (provided by CiC Wellbeing)
- An organisational "Wellbeing Promise"





## **PVG**

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment. We will support you to become a member of the PVG scheme, or update your existing membership (if relevant).

## **Diversity & Inclusion**

We encourage applications from people of all backgrounds and communities. This will help us to ensure that our staff team represents the people we serve in Edinburgh and the Lothians. We particularly welcome applications from Black people, people of colour, and people with disabilities – all of whom are currently under-represented in our staff team.

## **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” 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.

