**Engagement Manager**

**Location:** Suffolk

**Role Reports To:** Project Manager

**Salary:**  Job Family 3 (£25,000)

**Purpose of the role**

Volunteering Matters is recruiting an Engagement Manager to join their Youth Social Action Team (YSA) in Ipswich. This is an exciting opportunity to work on the new National Citizenship Service (NCS) programme, contributing to the positive development of young people across Suffolk. As part of the #iWill Movement, this role involves coordinating youth social action initiatives in collaboration with various stakeholders and empowering young people to shape their communities.

This is a Hybrid role, working from home as well as across Suffolk. The successful applicant will become part of our dynamic Youth Social Action Team and will be part of shaping our vision in embedding #iWill movement and Volunteering Matters values across Suffolk, championing the voices of all young people. This unique opportunity would best suit a person who is adaptable, creative, driven, reflective and able to self-manage their own workload and volunteer team.

**Key Duties:**

* Recruit and train volunteers to support with planning, advertising, and delivery of NCS package.
* Manage and facilitate 12-week and bespoke NCS programs, offering unique experiences to young people aged 16-17.
* Ensuring innovative and creative approaches to keep young participants invested in the program.
* Mobilize young people into numerous opportunities, fostering their development and employability readiness.
* Ensure that safe practice and our commitment to safeguarding young people is embedded and adhered to, throughout all our program delivery.
* Demonstrate a commitment to empowerment and equity for young people by elevating young people's voices across Suffolk and encourage their active involvement in shaping services.
* Work closely with Arts and Heritage sector to celebrate and platform young people's passion for change.
* Support the recruitment and scope of our NCS package, by actively recruiting schools and colleges to engage their students in our programs.
* Build and maintain strong, long-lasting partnerships with education institutions, local businesses, funders, families, care institutions, and other organizations supporting youth empowerment.
* Collaborate with these stakeholders to create opportunities for young people traditionally excluded from such programs.

**Requirements:** -

* + Embrace diversity and promote inclusivity throughout program activities.
  + Understand the importance of working together with your team to reduce barriers that can impact young people’s learning.
  + Demonstrate a sound understanding of safeguarding principles and ensure the safety and well-being of all participants, staff, and volunteers.
  + Maintain accurate records of program activities and participant progress.
  + Submit regular stats, case studies and updates to relevant team members or stakeholders.
  + Demonstrated experience in managing youth-focused programs or initiatives.
  + Familiarity with National Citizenship Service (NCS) programs or similar youth engagement projects is an advantage.
  + Knowledge of safeguarding, diversity, and equality principles..
  + Innovative and creative mindset to deliver engaging programme experiences.
  + Proven ability to build and maintain partnerships with stakeholders.
  + Passionate about empowering young people and promoting equity throughout delivery.

**Qualifications:**

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

**Other:**

Location: This role is flexible and will be homebased and/or office based or a mixture of both. Working patterns will be agreed with your line manager upon commencement of the role. The role will require travel into, throughout London regularly. The postholder will require good internet access to enable remote working, and a suitable home office/workspace. IT equipment and infrastructure will be supplied.

**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.

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.