

Engagement Manager
21 hours per week

Location: Homebased (with extensive travel throughout Blaenau Gwent)
Role Reports To: Befriending Project Manager
Job Family: 3 - £25,000 (pro rata)
Fixed term ending 30/09/2026

Volunteering Matters

Everyone in the UK should have the opportunity to thrive. So we bring people together to overcome some of society's most complex issues through the power of volunteering.

We partner with communities to overcome adversity, tackling social isolation and loneliness, improving health, developing skills and opportunities and making sure young people can lead change. And because we're a national charity, we do this at scale, sharing our expertise and building partnerships to make an even bigger impact.

We turn local knowledge and energy into action and progress, building stronger communities and a better future for all.

Volunteering Friends

Volunteering Friends is our new, National Lottery Community Fund project, which builds on our existing work in Blaenau Gwent. By harnessing the power of volunteers, the project will work with older people (50+) living in Blaenau Gwent who are experiencing feelings of loneliness and/or isolation, and provide companionship, confidence building and encourage involvement in their local community. The project will consist of three interlinking strands: one-to-one befriending, delivered in the person's home or over the telephone; community buddying, providing support to attend community groups; and the establishment of volunteer-led group activities for beneficiaries to attend based on local needs and interests.

Key Duties:

1. Recruit, interview, induct, train and support volunteers.
2. Work closely with partners/referral agencies and funders to ensure a steady flow of participants into the projects.
3. Manage the matching/placement process of volunteers and participants, setting up and supporting new activities where appropriate.
4. Be responsible for project compliance, carrying out risk assessments for volunteer activity and regularly reviewing, including safeguarding arrangements.
5. Ensure monitoring evidence and impact data is collected to measure progress against agreed outcomes.

6. Provide administrative support for the project where required, processing volunteer expenses and maintaining databases.
7. Promote the project through a range of techniques, instigating interest in volunteering and encouraging engagement.
8. Maintain effective relationships with stakeholders and project partners on a day-to-day basis.
9. Prepare reports to Delivery Leader and Project Manager based on agreed outputs and targets.
10. Manage your own time and diary effectively, and in line with the needs of the project.
11. Liaise regularly with the Project Manager and project delivery colleagues.
12. Play an active role in identifying and developing new business.
13. Contribute to joint working and teamwork across Volunteering Matters.

Experience/Skills and attributes:

1. Experience of working with older people.
2. Experience of managing and working with volunteers, and the ability to motivate and engage them.
3. Experience of working in partnership with other agencies.
4. Excellent written and verbal communication skills.
5. Excellent organisational skills with the ability to prioritise a demanding workload and work under pressure and to deadlines.
6. Ability to assess risk and carrying out risk assessments.
7. Evidence of good administrative and IT skills and the ability to maintain project monitoring, administrative and financial records.
8. Understanding of and commitment to equality, diversity, and inclusion.
9. Understanding of and commitment to Data Protection and confidentiality.

Desirables:

Ability to speak Welsh or a willingness to learn.

Qualifications:

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

Other:

Location: This role is homebased and will involve extensive travel throughout Blaenau Gwent. The postholder will require good internet access to enable remote working, and a suitable home office space. IT equipment and infrastructure will be supplied.

This role requires enhanced DBS clearance.

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 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

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.