

JOB DESCRIPTION

Engagement Manager

Family Mentors – Southend-on-Sea

25 hours per week

Role Reports To: Project Manager - Family Mentors Southend-on-Sea
Direct Reports: None
Job Family: 3
Department: Delivery

Overview

Volunteering Matters is a national volunteering and social change charity. We 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. From social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunity and ensuring young people can become change makers in their community, the impact that we make is great. And we won't stop until everyone in the UK has the opportunity to thrive.

Role Purpose

We are commissioned by Southend-on-Sea Borough Council to deliver our Family Mentors project across the local area; the project has been running for 15 years. Our committed volunteers from the local community provide support to families whose children are at risk or have a safeguarding plan.

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

Family Mentors – Southend-on-Sea

Volunteers recruited from the local community, come from diverse backgrounds and receive extensive training. They act as trusted mentors, providing consistent emotional and practical support to families in their homes. Families are referred from social services and volunteers tailor their support to the unique needs of each family, for example offering support and guidance to overcome housing and finance, education and health and wellbeing issues. The support provided can be invaluable by preventing and de-escalating issues, our volunteers help families to make long-lasting change. There are currently two projects across the country, Southend-on-Sea and Greenwich.

As our Engagement Manager, you will work closely with the Project Manager and key stakeholders, helping to ensure the programme continues to be a success.

Key Duties & Responsibilities

- Attract, recruit and retain a pool of talented and dedicated Volunteers from a wide cross-section of the community
- Create, and design marketing collateral with the intent to attract volunteers through social media platforms
- Attend events in the community to promote the project and raise the project's profile
- Support Project Managers with creating & preparing the Volunteer Induction and helping source on-going training for Volunteers
- Appropriately matching volunteers to families
- Establish and maintain a suitable support structure for Volunteers including 1:1 and group sessions
- Risks assess volunteer activity and carry out regular reviews
- Establish and maintain effective working relationships and communication lines with volunteers, families, colleagues and partners
- Work in partnership with Social Work Teams, schools, and other local support agencies/groups working with children and families
- Promoting and representing Volunteering Matters and Family Mentor program across the region
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets its agreed targets, reporting format and schedule. Assist the Project Manager in preparing reports for funders if required.
- Volunteer-focused with the ability to have strategic conversations with key partners and families
- Administration tasks including - maintaining up to date, effective and accessible records, and the use of Microsoft 365, CANVA and other software packages
- Processing and monitoring project expenditure such as volunteer expenses costs
- Contribute to the wider Volunteering Matters team and always upholding our values

Person Specification

Skills

- Excellent communication skills and the ability to communicate appropriately and effectively with a range of stakeholders through a variety of means.
- Strong attention to detail and a willingness to accurately record impact
- Excellent interpersonal skills to enable effective relationships.
- Ability to work in a self-managed team construct
- Excellent organisational and time management skills
- Project coordination skills
- Self-motivated
- Team Player
- Ability to demonstrate integrity and a professional demeanor
- Ability to multi-task
- Ability to look to improve processes and think outside the box

Experience

- Experience of supporting project delivery and working to agreed targets and outcomes.
- A good understanding of the community of Southend and knowledge of community groups/initiatives
- Understanding of and commitment to equal opportunities, data protection and confidentiality
- Proven ability to communicate effectively and work as part of a team
- Experience of either working or volunteering with community organisations and or businesses, as well as a knowledge and understanding of managing volunteers

Qualifications

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

Other

The post will be based at home, with access to our local partner offices and some occasional work locally in the Southend-on-Sea area.

IT equipment and infrastructure will be supplied. In accordance with any social distancing guidelines there may be an expectation for a limited amount of travel, to connect with volunteers, colleagues or partners.

This role requires full 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.

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.

Terms and Conditions

£18,303.57 (FTE £25,625) - Start date ASAP.

Contract - 1 year but with one strong likelihood of extension

Volunteering Matters offer flexible working by default as well as an unlimited annual leave policy, cycle to work scheme and employee season ticket loan.

Pension: Contributory Flexible Retirement Scheme

Life Assurance: Cover for death in service 3 times annual salary at no cost to the employee.

To Apply

- 1) Prepare an up-to-date CV
- 2) Prepare a cover letter, detailing why you believe you are the right person for this position. Your cover letter is a key part of our shortlisting process. This is an opportunity for you to outline your experience, skills and credentials which relate to the post.
- 3) Complete our Recruitment Monitoring Form
- 4) Send all documentation by email to - join@volunteeringmatters.org.uk

Equal Opportunities

Volunteering Matters is committed to Equal Opportunities. As users of the disability symbol, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancies.

As an organisation which prides itself on inclusiveness, we aim to make our recruitment process as accessible as possible. Therefore, if you would prefer to submit your application in a way other than a CV and cover letter, please contact us to discuss what would work best for you.