

Volunteering Matters Job Description

Job Title: Engagement Manager

Location: *Scottish Borders*

Contract Type: *Fixed term until 31st March 2026*

Hours: 21 hours per week

Salary: FTE £25625 (Part time as advertised £15375)

DBS/PVG: PVG

Job Family: 3

Line Manager: Kim Maxwell

Start Date: ASAP

Interview Dates: *TBC*

Who we are

At Volunteering Matters, we believe people have the power to create change. Whether through volunteering by helping others and giving time, or through social action such as speaking up, campaigning, or leading change, everyone can make a difference. We bring people together to build stronger communities across England, Scotland and Wales, making sure everyone has the chance to get involved and create real change.

What we do

We help people of all ages and backgrounds get involved in volunteering and social action. We focus on making sure that everyone, no matter their situation, has the chance to take part.

How we do this

We support people to share their time and skills to help others and tackle big challenges in their communities.

- **We remove barriers to volunteering and social action**, making it easier for people who don't always get the chance to take part.
- **We listen to and amplify voices** that aren't always heard, helping volunteers and communities influence change.
- **We help volunteers beyond their first experience**, offering training, support, and pathways to new opportunities.
- **We connect businesses with communities**, creating meaningful employee volunteering projects.
- **We show the impact of volunteering and social action**, proving how it changes lives for the better.

Our promise to volunteers

We are always looking for new ways for volunteers to make a difference. We bring people together across generations and backgrounds to learn from each other and create change. At the same time, we make sure that all our volunteers are trained, supported, and valued, so they feel confident in what they do.



Role Purpose

Volunteering Matters have been working in collaboration with South of Enterprise Scotland (SOSE) to pilot Enterprising Futures in Dumfries and Galloway and due to the success of the work we are expanding this work into The Scottish Borders. With the support of SOSE, we are launching a new project, Enterprising Futures Scottish Borders, where we will use our tried and tested model to enable people to work to remove those barriers, build confidence and introduce the idea of starting their own business.

Our aim is to ensure a better future for all and that the region thrives with economic productivity. From our learnings from Dumfries and Galloway, we are launching a pilot which creates a pipeline for additional and flexible support, empowering women and those from under-represented groups, by introducing the idea of starting their own business.

Our part time Engagement Manager will create a warm referral pathway wherein they attend training events and sessions with Pathways Coaches alongside potential clients, ensuring a smooth and trusting transition to SOSE's support, stepping back when trust is built. We will support people in the Scottish Borders who experience barriers to education, training, and employment.

As our Engagement Manager, you will directly support people aged 16+ who may have complex and challenging barriers to securing a positive pathway. This will include barrier identification and removal and where appropriate provide pre volunteering activity as well as volunteering placements in their local area.

You will engage with local people from under-represented groups in The Borders to realise their dreams and take active steps toward self-employment. Volunteering Matters' individualised support adapts to the needs of each client whether this is additional funding, support to attend meetings, confidence building, or skills development in a supported volunteering placement. The person-centred, place-based approach to individual support is central to this partnership and leads to meaningful and sustainable impact for all.

Where appropriate you will create bespoke and tailored volunteering opportunities with third sector partners to enable people to build their skills and confidence to take that first step into exploring employment



Key Duties Responsibilities

- To engage directly with people to understand their wants, needs and aspirations and determine the best opportunity for each person, and provide the support they need.
- To develop and maintain good relationships with partners and SOSE colleagues.
- To identify, create and develop relationships with new charity partners or agencies to provide bespoke and tailored volunteering opportunities. These opportunities will support the individuals supported to gain experience, confidence and support them on route to a positive destination.
- To support with funding applications and opportunities
- To manage the risk assessment, quality assurance and audit processes as appropriate.
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets its agreed targets, reporting format and schedule. Assist the Delivery Leader by preparing reports to funders.
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements.
- Promoting and representing Volunteering Matters and across the Scottish Borders.
- Contribute to the wider Volunteering Matters staff teams, upholding our values at all times.

Skills

- A sound and comprehensive understanding of the particular challenges and barriers that people in the Scottish Borders face.
- Understanding of how to assess the needs of an individual using a person-centered approach.
- Excellent organisational and IT skills.
- Excellent people skills with the ability to build professional, long-term relationships with others.
- Beneficiary-focused, and adaptable – able to go from strategic conversations with key partners to chatting with a nervous potential individual.
- Ability to manage a busy workload and prioritise accordingly
- Strong attention to detail and a willingness to accurately record all interactions
- Creating, coordinating and supporting proper reporting channels around contract compliance
- Experience of project management and working to deadlines

Experience Required

- Significant experience working directly with people, particularly those who face challenges and barriers.
- Demonstratable relationship management experience with a wide range of stakeholders.
- Experience of project management, achieving high targets and working to strict deadlines.
- Proven ability to communicate effectively and work as part of a team.



Qualifications

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

Other

Having a regular presence in the area, to work with partners and individuals is essential for this role. Given the geographical spread of the working area we are looking for somebody that lives and is able to travel in and around the Scottish Borders, a driving license and access to a vehicle are required. When home based, internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

This job description is intended to include the broad range of responsibilities and requirements of the job. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

Essential Requirements all staff

- Must adhere to the organisation's Code of Conduct and uphold its values at all times.
- Proficient in Microsoft 365, particularly Outlook, Teams, Word, and Excel, with the ability to manage email communications and collaborate digitally.
- Strong written and verbal communication skills, with the ability to write clearly and professionally in English.
- Able to work effectively both independently and as part of a team, managing time and priorities in a busy environment.
- For remote roles, candidates must be self-starters who can work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes.
- Attention to detail and a proactive approach to problem-solving and information sharing.
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines

Our Values & Way of Working

In all that we do we are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

Disability Confident & Reasonable Adjustments

We guarantee to interview anyone with a disability whose application meets the essential criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the Job Description under skill and experience. To be considered for a



guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your cover letter.

If you have any questions about current vacancies, the recruitment process, or need support, our team is here to help. Whether you're a candidate looking for more information or with an HR query, please don't hesitate to get in touch.

You can contact us directly by emailing HRPay@volunteeringmatter.org.uk, and a member of the team will get back to you as soon as possible.

