

## Volunteering Matters Job Description

**Reference Number:** (HR to add once allocated)

**Job Title:** Policy and Impact Officer

**Location:** Home working with some travel

**Contract Type:** Permanent

**Hours:** Full time

**Salary:** £24 000 PA plus London weighting allowance

**DBS/PVG:** Not required

**Job Family:** 3

**Line Manager:** Head of Policy and Impact

**Start Date:** Tbc

**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

The Policy and Impact Team sits at the heart of Volunteering Matters. We play a vital role in demonstrating the impact of our work connecting data, qualitative insight, and lived experience to the policy agendas shaping communities across the UK. Through storytelling, analysis, and evidence, we make sure volunteering is recognised as a driving force for social change.

We are a small, hands-on team. You will be involved in every aspect of our work from desk-based research and writing briefings to organising external meetings and working directly in communities alongside our volunteers. This variety allows you to connect national policy with local realities and help volunteers share their voices where it matters most.

You will help bring our five-year strategy to life by linking project outcomes to broader societal developments and showcasing the impact of volunteers and communities.

## Key Duties Responsibilities

- Support the Head of Policy and Impact to coordinate Volunteering Matters' policy and public affairs work.
- Support people involved with our volunteering projects to engage with local politicians, e.g. by organising visits to projects or meetings with volunteers.
- Monitor and respond to opportunities (e.g. relevant government consultations, All-Party Parliamentary Group inquiries or Select Committee inquiries) that are relevant to Volunteering Matters' priorities.
- Support mapping and research exercises to inform our policy positioning. Writing summary reports as needed.
- Collaborate with the National Volunteer Engagement Manager to support the inclusion of volunteer and community voices in our policy and public affairs work.
- Assist with collecting impact and activity data from across the charity and work with the Data Analyst to undertake analysis.
- Support with routine collection of quarterly data from projects - ensuring responses are timely and accurate, providing guidance to project managers as needed.
- Work with project staff to help create impactful and engaging reports.
- Represent Volunteering Matters at charity and volunteering policy-related groups.

## Essential Skills



- Understanding of UK political systems and policy-making processes across national, devolved, and local levels.
- Understanding of policy, public affairs, or influencing, ideally within the voluntary or community sector.
- Confident communicator, able to engage with policymakers, sector partners, and community representatives.
- Familiarity with both qualitative and quantitative data analysis to inform narrative reporting and strategic insight.
- Excellent writing skills, with the ability to craft clear, persuasive documents based on data and lived experience.
- Comfortable working both independently and collaboratively in a small team.
- Organised and adaptable, able to manage multiple priorities and respond quickly to new opportunities or challenges.
- Alignment with Volunteering Matters' values and a commitment to amplifying community voice.

## Experience Required

- Some experience of using tools like Microsoft Excel (including pivot tables), survey platforms (e.g., Microsoft Forms, SurveyMonkey), and CRM systems.

## 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.

## Qualifications

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

## 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.



*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.*

