

Job Description

Reference Number:	V558
Job Title:	Project Assistant
Location:	Newcastle upon Tyne (Hybrid – Community, Office, Homebased)
Contract Type:	Fixed Term Contract until 31 March 2026
Hours:	14 hours per week over 4 days, to meet programme needs
Salary:	£9200 per annum (£23k FTE)
DBS/PVG:	Enhanced Level DBS
Job Family:	Job Family 3
Line Manager:	Delivery Leader for Scotland and Northeast England
Start Date:	ASAP
Interview Dates:	To be confirmed

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.



Role Purpose

We're looking for a flexible and self-motivated **Project Assistant** to join our team in Newcastle, supporting the delivery of our Home from Hospital and Community Support project.

Preventing admissions, and re-admissions, to hospital is crucial for the NHS. Re-admissions alone cost the NHS over £2 billion per year, and no-one wants to be in hospital when they can be recovering safely and comfortably at home. The Home from Hospital project was developed to help enable people to thrive back at home, and in the community, while at the same time supporting the NHS.

We recruit, train, support and coordinate volunteers, who provide a "little bit of help" to people who may be socially isolated, have health issues, or don't have many people around them.

Our volunteers provide social, emotional or practical support, completing short-term tasks for up to 6 weeks. This includes tasks such as helping with grocery shopping, collecting and delivering medical prescriptions, in person or telephone check in's, driving someone to an appointment, helping with paperwork, ensuring the home is safe and secure, and lots more!

As our Project Assistant, you will:

- *Work closely with Volunteering Matters colleagues in a flexible and agile way, taking instruction and responding quickly to ensure beneficiaries and volunteers have the best possible experience*
- *Face to face and telephone contact with older people taking part in the project, completing practical, social, or wellbeing tasks to meet their individual needs*
- *Administrative tasks including providing updates to colleagues on project activities, processing paperwork, and other computer-based tasks to help ensure the smooth delivery of the programme*
- *Support with the promotion of the project across Newcastle in order to attract new volunteers and generate referrals – this may include drafting content, public speaking and giving presentations*

This role is part of a fast-paced and responsive workplace environment. In order to meet the needs of the programme, we are looking for a candidate who can offer significant flexibility when it comes to working hours – ideally over 4 days per week.



Key Duties and Responsibilities

- Working closely with Volunteering Matters colleagues, following their direction and instruction, contributing towards successful delivery of the project (and other projects as and when required)
- Meeting ambitious goals in a fast-paced working environment with competing deadlines and priorities
- Meeting with project beneficiaries (often in their own homes), building positive and trusting relationships to understand individual needs. Ensuring they have appropriate information about available support services in their community
- Completing practical, social or wellbeing tasks for beneficiaries in a timely manner, considering their individual journey, next steps, and regularly reporting back to colleagues
- Draft attractive, engaging and inclusive promotional materials related to the project
- Support colleagues with the promotion of the project to attract new volunteers and generate referrals – this may include drafting content for our website and social media channels, public speaking, giving presentations, and networking
- Computer-based administrative tasks using Office 365, Teams, Canva and volunteero including maintaining clear, accurate and accessible records
- Support colleagues to ensure the project is delivered in line with Volunteering Matters quality and assurance standards including around Safeguarding, Health and Safety, GDPR

Essential Skills Required

- Excellent people/customer service skills, able to build rapport and trusting relationships with others quickly and easily. Particularly people with health issues or disability
- Excellent organisational and time management skills, able to manage multiple tasks at the same time, and prioritize effectively
- Strong administrative and IT skills with good attention to detail
- Pro-active and flexible approach, able to show empathy, sensitivity and act with professional boundaries at all times
- Full UK driving license and access to own vehicle



Essential Experience Required

- Some experience directly supporting older people, particularly vulnerable adults or people with health needs or a disability
- Some experience providing administrative and practical support in a busy, fast paced workplace environment that requires strong organisation and prioritization
- Some experience working as part of a team, to achieve shared objectives
- Some experience communicating effectively with people from a variety of backgrounds

Qualifications

We are looking for a candidate with relevant experience, skills, and alignment with our organisational values rather than any specific qualifications.

Other 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 speak and 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.



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.

