

Job Description

Reference Number:	V560
Job Title:	Project Manager
Location:	Newcastle upon Tyne (Hybrid – office, home, community-based)
Contract Type:	Permanent
Hours:	28 hours per week
Salary:	£30,000 Full Time Equivalent (£24K pro rata)
DBS/PVG:	Enhanced Level DBS
Job Family:	Job Family 4
Line Manager:	Delivery Leader: Scotland & 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, leading change or campaigning, everyone can make a difference. We bring people together through the unique power of volunteering, 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



Our work across Newcastle

Volunteering Matters play a vital role supporting volunteering in Newcastle. Since 2005, we have been operating **Volunteer Centre Newcastle (VCN)**. This service provides a wide range of support around all things volunteering to 1250+ charities, organisations, and groups locally. Each year, we also support 2500+ members of the public who are interested in volunteering and need support to get started. We also lead the **Home from Hospital and Community Support** project where volunteers support older people with their transition home following a hospital admission.

In early 2025, we launched the **Good Neighbours Newcastle** project funded by Newcastle City Council. We deliver this project alongside our delivery partner organisation, Search Newcastle, with a second partner organisation scheduled to join in early 2026.

Good Neighbours project

We would all like to live in a place that has a sense of community, where people look out for their neighbours. The Good Neighbours project aims to foster a feeling of positive wellbeing and independence for those who may be socially isolated, or who don't have many people around them, giving that "little bit of help".

The project helps people in the community feel safe, supported, and more able to live an independent life, whilst preventing, reducing and delaying the need for formal support through Adult Social Care. It also provides people the opportunity to volunteer a little time, in a flexible way, to make a difference in their own community. We know volunteering can lead to enhanced skills, and positive wellbeing. Volunteers provide practical or social support, completing "one-off" or short-term tasks, supporting a neighbour. This includes tasks like collecting essentials, driving someone to a GP appointment, helping with odd jobs around the house, light gardening, or checking in with someone for a cuppa and chat.

Role Purpose

We are looking for a talented, dynamic, and professional Project Manager to join our team in Newcastle. The right candidate would be someone with excellent knowledge of "best practice" in Volunteer Management and with experience of establishing new and exciting volunteering programmes.

This is a senior role within our Newcastle team so it is essential that the postholder is agile, can work flexibly, is an excellent communicator, and can build strong working relationships with a range of people.

In this role, you will:

- Lead and manage all aspects of the Good Neighbours project, meeting ambitious goals, ensuring all volunteers and beneficiaries achieve positive outcomes



- Lead and manage our partnerships on a day-to-day level with Search Newcastle and another local charity, to raise the profile of the project, ensuring successful delivery and ongoing development of the work
- Manage and lead our use of the volunteer management system, Volunteer, ensuring its effective use across our Newcastle work

Key Duties and Responsibilities

- Lead all stages of Good Neighbours volunteer engagement: attracting, recruiting and training volunteers, providing ongoing help and support, and ensuring each volunteer has a positive and rewarding experience
- Lead all stages of Good Neighbours beneficiary engagement: building referral routes, managing referrals, timely communication, ensuring all beneficiaries receive support quickly and easily
- Oversee the use of “Volunteer” across our Newcastle projects, ensuring this Volunteer Management System is used appropriately and efficiently, and matching volunteers with tasks and activities that suit their goals and interests.
- Lead on our partnerships and collaborative work with our 2 delivery partner organisations in order to attract volunteers, generate referrals, meet beneficiaries needs, and raise the profile of the project across the City.
- Signpost and support beneficiaries into other sources of support where required
- Developing marketing & promotional materials related to the project and provide support to ensure we have an appropriate, up to date and engaging website and social media channels.
- Being a champion of volunteering, taking part in events, talks, or engaging with traditional media sources to promote volunteering, and the benefits to individuals and organisations
- Ensure the Good Neighbours project is delivered in line with Volunteering Matters compliance, organisational practices and policies (including Safeguarding, Health and Safety etc)
- Ensuring monitoring, impact and evaluation information and data is collected, and that the Good Neighbours project meets its agreed targets, reporting format and schedule
- Administration tasks including maintaining effective and accessible records, the use of a Volunteer Management system, Microsoft Office, Teams, and Canva – full training will be given



Skills Required

- Excellent knowledge and understanding of best practice in all areas of Volunteer Management
- Excellent people skills with the ability to build professional, long-term relationships, to influence and motivate others
- Excellent skills around creating content for online marketing and other promotional materials
- Excellent skills in using a Volunteer Management System and other IT software packages

Experience Required

- Experience of leading and managing a diverse team of volunteers
- Experience in all aspects of effective Volunteer Management
- Experience of developing strong partnerships with other organisations
- Experience working with vulnerable, or socially isolated people, and assessing their needs
- A good understanding of, and full commitment to, Equality, Diversity, and Inclusion

Qualifications Required

Relevant experience, skills, and alignment to our organisational values is more important than any specific qualifications

Other

This role requires an Enhanced Level DBS which Volunteering Matters will process and pay for. Having a criminal conviction is not necessarily a barrier to working with us.

A full UK driving licence and access to own vehicle would be advantageous

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, achieve ambitious targets/goals, and work under pressure to meet deadlines
- Attention to detail and a proactive approach to problem-solving and information sharing.
- Adhere to all health and safety and safeguarding 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. We offer flexible working by default. This means that our team members have significant flexibility and choice when it comes to place of work, working days and hours, and are empowered with the responsibility of managing their own workload and diary.

Part of your working week will need to be based within local communities in Newcastle, meeting with partner organisations, volunteers, and other stakeholders. Appropriate travel costs will be re-imbursed.

For the remainder of the time, you can choose to work from our Newcastle office (NE1 5JE) or from home (must be within reasonable travel distance to Newcastle). If you choose to work from home, you will need a strong WIFI connection, and a suitable home working environment. IT equipment, and other infrastructure will be supplied.

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.

