

Volunteering Matters Job Description

Reference Number: (HR to add once allocated)

Job Title: Community Connector

Location: Must live/ work or have close connections to Chantry/ Belstead Hills/ Stoke Park areas of Ipswich

Contract Type: 1 year contract

Hours: 15 hours per week

Salary: FTE £23,004.8 (annual salary for 15 h.p.w £9,859)

DBS/PVG: Basic DBS check required

Line Manager: Ellie Roberts

Start Date: ASAP

Interview Dates: TBC but middle to end of October

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

Volunteering Matters are partnering with Active Suffolk, on behalf of Sport England, to gain the views of 3 local communities within Ipswich – Whitton, Gainsborough, Belstead Hills/ Chantry/ Stoke Park. Data will be collected through a team of Community Connectors, who gather insight into residents' lived experiences, focusing on barriers, motivations, and perceptions around physical activity.

The ideal candidates will have strong local knowledge of the area and preferably live in the community they work. The key part of this role will be to have conversations with residents aged 18+ in various settings such as cafés, outside schools, and community events, exploring what matters most to them and what initiatives they'd like to pursue to help their community thrive. The Community Connectors will be responsible for feeding back the data (in a way best suited to them) to Active Suffolk and project partners for evaluation, with wider dissemination to local forums and communities to support ongoing development.

The roles report to the Delivery Leader at Volunteering Matters and work closely with the Development Officer (Place) for Ipswich at Active Suffolk.

Flexibility is essential, as occasional evening and weekend work may be required. A DBS check will be conducted for successful candidates prior to starting.

Key Duties & Responsibilities

- Identify, plan and create opportunities to have conversations with local residents
- Identify community needs – gather information from local residents on what they value the most, the challenges they face, and what services or initiatives could benefit them. This could be done through informal conversations, community meetings, surveys
- Signpost to information and support for residents wanting to get more involved with their local community
- Build relationships and networks locally to promote and create opportunities for conversations.
- Conduct conversations safely and effectively in a range of settings (eg cafes, outside local schools, community events etc) to reach a diverse range of local residents
- Participate in regular team meetings to support learning, problem solving and collaboration
- Work within agreed budgets and utilise community resources and venues to undertake conversations

Skills

- Strong connections with and experience of the Whitton, Gainsborough and Belstead Hills areas of the town. Preference would be from applicants living in these areas.



- ✧ Enthusiastic, friendly and approachable manner
- ✧ Experience of bringing people together in your community
- ✧ A confident self starter – some who is creative and can use their own initiative
- ✧ Flexible and proactive
- ✧ Great at putting people at ease and building rapport
- ✧ Excellent listening and communication skills
- ✧ Excellent organisational and IT skills including ability to manage workload and prioritise effectively

Qualifications

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

Other

The majority of your working hours will be spent working within the community, meeting local residents, partner organisations and other local stakeholders.

A small amount of time will be spent on administration which can be done from home or an area which has good internet access and offers a suitable working environment.

A laptop and mobile will be provided.

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.



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.

