

Volunteering Matters Job Description

Reference Number: V563

Job Title: Engagement Manager

Location: Aberdeenshire

Contract Type: Fixed term – March 2026

Hours: 35 hours per week

Salary: £25625

DBS/PVG: PVG

Job Family: 3

Line Manager: Cat Gourlay

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

We are looking for a talented, dynamic, and professional Engagement Manager to join our team in Aberdeenshire. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

As our Engagement Manager, you will directly support people aged 16+ who may have complex and challenging barriers preventing them from securing a positive pathway. The role will include identifying barriers and helping to build the tools needed to remove them. Supporting with pre volunteering activity as well as volunteering placements in their local area.

You will identify, develop, and manage partnerships with charitable and not-for-profit organisations across Aberdeenshire, building an effective presence within the third sector locally. You will create diverse, high-quality, structured volunteering opportunities with charity partner organisations, ensuring that volunteering roles reflect the needs and interests of those we support. You will also support the creation of strong referral pathways into our service, and beyond it, building on a knowledge of existing provision. As part of the All-in-Aberdeenshire consortium you will be a positive bridge to support people into positive destinations such as employment, training or further education.

Key Duties Responsibilities

- To engage directly with people 16+ to understand their wants, needs and aspirations and determine the best opportunity for each person and provide the support they need in advance of volunteering.
- To support on a 1:1 basis, in person or digitally with the volunteer to create an action plan.
- To work in partnership with All-in-Aberdeenshire consortium to achieve outcomes.
- To develop and maintain good relationships with referral partners such as The Council, DWP, SDS etc to ensure a steady stream of referrals are received.
- To Liaise with referral sources, regarding new and existing referrals.
- To identify, create and develop relationships with new charity partners or agencies to provide bespoke and tailored volunteering opportunities. These opportunities will help the individuals supported to gain experience, confidence and support them on route to a positive destination.
- To manage the risk assessment, quality assurance, and audit processes as appropriate.
- Ensure monitoring, impact and evaluation of 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 across Aberdeenshire.
- 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 Aberdeenshire face with moving into a positive destination of volunteering, employment, training and further education.
- 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

- Example - Significant experience working directly with people, particularly those who face challenges and barriers.
- Demonstratable relationship management experience with a wide range of stakeholders.
- Experience in using a CRM (customer relationship management) system
- Experience of project management, achieving high targets and working to strict deadlines.
- Experience of working in a remote setting as well as working within a team
- 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, working 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 Aberdeenshire. 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.

Essential Requirements all staff

Understanding of Our Values

- Demonstrates awareness of and alignment with Volunteering Matters' core values.
- Commitment to promoting inclusion, respect, and community impact.

Teamwork and Collaboration

- Works well with others and contributes to a supportive, inclusive environment.
- Able to collaborate across teams and with external partners.

Commitment to Equality, Diversity, and Inclusion (EDI)

- Understands the importance of EDI in all aspects of work.
- Treats all individuals fairly and respectfully.

Communication Skills

- Clear and effective verbal and written communication.
- Ability to engage positively with colleagues, volunteers, and external stakeholders.

Organisation and Time Management

- Ability to manage tasks effectively and prioritise workload.
- Reliable and proactive in meeting deadlines.

Problem-Solving and Initiative

- Can identify challenges and propose practical solutions.
- Shows initiative and resourcefulness in supporting projects and volunteers.

Commitment to Volunteering and Community Impact

- Enthusiasm for volunteering and creating positive change in communities.
- Awareness of the impact of volunteering on individuals and society.

IT Literacy

- Comfortable using standard office software and digital tools relevant to the role.

- 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.



