

Volunteering Matters Job Description

Reference Number: V576

Job Title: Project Manager

Location: Ipswich. Homebased with travel across Suffolk

Contract Type: 6 months Fixed Term

Hours: 17.5 hours per week (0.5 FTE)

Salary: £17,000 (£30,000 pro rata)

DBS/PVG: N/A

Job Family: JF3

Line Manager: Place Partnerships Manager #iWill Movement

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.

Creating stronger communities through the power of volunteering

Volunteering Matters is a nationwide charity that exists to create stronger communities through the power of volunteering. We work with local partners to develop impactful programmes that support individuals and communities across the UK.

Since 1962, we've used our influence to champion volunteering as a powerful tool to build a thriving, resilient society. Our projects are co-created with the people and communities we work alongside: an approach that encourages our participants to become future volunteers and leaders, not just beneficiaries.

We understand the pressures of day-to-day life and create flexible, inclusive opportunities for people at all stages of life. And beyond delivering projects on the ground, we use our voice to shape policy and practice – ensuring volunteering stays recognised, supported and sustainable for generations to come.

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 Ipswich Project Manager is the primary people and operational leader for delivery staff within the Ipswich Social Action team, part of the wider social action portfolio at Volunteering Matters. The role is responsible for ensuring the safe, compliant, and high-quality delivery of social action programmes in the Ipswich area that enable individuals and communities to speak up, influence change, and take collective action on issues that matter to them.

This is a time limited role with a strong emphasis on establishing new project delivery and maintaining and developing existing delivery and practice within the team. This will involve building a clear understanding of new and existing delivery models, supporting the integration of staff and projects into the new programme delivery, and identifying risks, gaps, and opportunities to develop further prospective delivery going forward. A key part of the role will be identifying opportunities to integrate all local activity into the #iwill Movement Town of Social Action work, and maximising opportunities to develop social action across all age groups. The postholder will also work closely with local funders and delivery partners to ensure they are fully engaged and involved in local program planning and delivery.

The role does not hold direct budget responsibility or lead a single programme. Instead, it provides strong people management, operational oversight, task management, and compliance leadership, alongside generating insight and recommendations to shape the future development of social action across the Town of Social Action.

Key Responsibilities

1. People Management and Leadership (Core Accountability)

- Line manage Community Connectors and Project Leads across the Ipswich area
- Lead a team of approximately 6 staff, with flexibility as structures evolve
- Take full responsibility for:



- Supervision and one-to-ones
- Performance management
- Staff wellbeing and support
- Capability development and progression
- Create a positive, inclusive, and psychologically safe team culture
- Work closely with People & Culture colleagues on recruitment, onboarding, and development

2. Social Action planning and delivery

- Oversee the social action centred planning and delivery, eg. Community and youth engagement, Hack event promotion and delivery, etc
- Support the transition and integration of local staff into an integrated Ipswich focussed Social Action Team
- Maintain and develop strong:
 - delivery models, building on current models like hacks, Community of Practice Network, and Corporate Practice Networks
 - Community and youth engagement and development approaches
 - Pathways into social action and leadership
- Identify gaps, risks, and opportunities in how social action is delivered and supported

Work with Place Partnerships Manager and Social Action Portfolio to shape future social action delivery models, ensuring they are:

- Inclusive and accessible
- Youth/Community-led
- Impact-focused
- Capture learning and insight to inform organisational planning and development

3. Operational Delivery and Oversight

- Provide day-to-day operational leadership across multiple projects
- Ensure delivery is:
 - Safe



- Well-managed
- Aligned with organisational and local priorities
- Translate strategic and portfolio priorities into clear operational plans that reflect local ambitions
- Monitor workloads, delivery activity, and risks, adjusting as needed
- Identify and resolve operational challenges, escalating where appropriate

4. Safeguarding, Compliance and Risk Management

- Act as the first line of accountability for safeguarding, data protection, and health and safety
- Ensure teams consistently follow policies, procedures, and quality standards
- Work closely with the Compliance and Quality Coordinator to:
 - Support audits and reviews
 - Address risks or gaps
 - Embed consistent practice
- Escalate safeguarding concerns or serious incidents promptly

5. Quality, Impact and Continuous Improvement

- Maintain oversight of delivery quality across projects
- Identify and share good practice, particularly in youth leadership, social action and community engagement
- Support consistent use of systems, tools, and processes
- Contribute insight and learning to Portfolio Leads to inform improvement and decision-making

6. Cross-Portfolio Working and Collaboration

- Work flexibly across all portfolios, including social action and volunteering programmes
- Collaborate with other Senior Project Managers to ensure consistency and shared learning
- Take an organisation-wide view of delivery, avoiding siloed working

7. Communication and Leadership Style

- Communicate clearly, confidently, and empathetically
- Ensure teams are informed, supported, and aligned
- Build trust through visible, values-led leadership



- Champion the role of social action as a core part of the organisation's mission

Skills and Knowledge

Candidates must demonstrate:

- Strong people management and leadership capability
- Excellent communication skills
- Ability to work in complex, changing environments
- Strong problem-solving and decision-making skills
- High levels of adaptability and flexibility
- Strong understanding of safeguarding and compliance
- Confidence using digital systems (Microsoft 365 and CRM/case systems)
- A strong understanding of social action, community engagement, and participation

Experience

Candidates must demonstrate:

- Experience managing teams (ideally 8–10 staff)
- Experience overseeing delivery across multiple projects or workstreams
- Experience of safeguarding, compliance, and operational risk management
- Experience of working across different programme areas
- Experience supporting staff development and wellbeing
- Experience of delivering or supporting social action, participation, or community-led work
- Experience working through organisational change or transition (desirable)

Commitment to Inclusion, Diversity, Equity and Anti-Racism

- Demonstrates a strong commitment to inclusive and anti-racist practice.
- Leads teams in a way that values lived experience, difference, and fairness.
- Treats colleagues, volunteers, and partners with dignity and respect.

Qualifications

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



Other

This role is homebased with travel/delivery in Ipswich and wider Suffolk. When home based, internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

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.

