

## Job Description

### Reference Number:

<b>Job Title:</b>	Engagement Manager
<b>Location:</b>	Newcastle upon Tyne (Hybrid – office, home, community-based)
<b>Contract Type:</b>	Fixed Term until 31 Dec 2026 (extension funding dependent)
<b>Hours:</b>	31.5 hours per week
<b>Salary:</b>	£23,062 pro rata (£25,625 Full Time Equivalent)
<b>DBS/PVG:</b>	Enhanced Level DBS
<b>Job Family:</b>	Job Family 3
<b>Line Manager:</b>	Senior Project Manager
<b>Start Date:</b>	ASAP - July or August 2026
<b>Interview Dates:</b>	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** project where volunteers support older people with their transition home following a hospital admission. Finally, we also lead the Good Neighbours Newcastle project which supports adults in need through short term practical, emotional and social volunteering support.

## Home from Hospital project

The [Home from Hospital](#) project in Newcastle is funded by the Northeast and North Cumbria Integrated Care Board. Preventing readmissions to hospital is crucial for the NHS. Re-admissions 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 project was developed to help enable older 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. Volunteers provide social, emotional or practical support, completing short-term tasks. This includes things like helping with shopping, collecting 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 more.

## Role Purpose

We are looking for a talented, dynamic, and professional Engagement 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 supporting older people.

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.

## Key Duties and Responsibilities

- Volunteer engagement - attracting, recruiting and training volunteers, providing ongoing help and support, ensuring each has a positive experience



- Beneficiary engagement - managing and assessing referrals, timely communication, ensuring all beneficiaries receive support quickly and easily. This often includes meeting beneficiaries in their homes or in a hospital environment
- Using our Volunteer Management System, Volunteero, to coordinate volunteers and referrals. Ensuring the system is used effectively and kept up to date.
- Work alongside and support our charity partner, Search Newcastle. This includes regular meetings, managing caseloads, sharing information, ensuring beneficiaries are supported etc.
- 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 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
- Ensure the 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 project meets its agreed targets, reporting format and schedule
- Administration tasks including maintaining effective and accessible records, 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 managing and coordinating a diverse team of volunteers



- Experience in all aspects of effective Volunteer Management
- Experience of developing strong partnerships with other organisations
- Experience working with older people who may be isolated, 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 is essential

## 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 older people. 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@volunteeringmatters.org.uk](mailto:HRPay@volunteeringmatters.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.*

