

# Engagement Coordinator Candidate Pack





# Strengthening the VCSE Sector – Sharing Knowledge – Supporting you



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# Welcome

Dear Potential Applicant,

Thank you for your recent interest in the Engagement Coordinator role at VONNE (Voluntary Organisations' Network North East).

VONNE is the North East regional infrastructure organisation supporting, championing and representing the voluntary, community and social enterprise (VCSE) sector across the North East region and promoting social action and economic growth.

- We have over 1,400 members and extensive reach through our subscribers and networks.
- We have a strong Board of Directors who collectively bring a wealth of experience and knowledge across the North East.
- We have a committed and experienced staff team.
- VONNE has built a strong reputation for expertise and quality with funders and stakeholders over its 25-year history.
- VONNE is recognised as the go to organisation for knowledge and networking the VCSE in the region.

We offer 25 - 28 days holiday plus Bank Holidays (pro rata), a training and personal development allowance, flexible working, Simply Health care plan and the opportunity to work in a busy yet supportive environment.

The closing date for applications is Tuesday 23rd July 2024 at 9am, with interviews being held on Friday 2nd August 2024. Please email any queries and/or your completed application form to [recruitment@vonne.org.uk](mailto:recruitment@vonne.org.uk).

If you would like to discuss the role before applying, please contact NENC VCSE Engagement Manager, Siobhan Flynn, [Siobhan.Flynn@vonne.org.uk](mailto:Siobhan.Flynn@vonne.org.uk)

If you require this pack in an alternative format, please contact Alli Madine on 0191 2332000 or email [recruitment@vonne.org.uk](mailto:recruitment@vonne.org.uk).

Yours



Alison Dunn  
Chair of VONNE



## About VONNE

Established in 2000, we have developed and continue to maintain a strong understanding of the needs of the sector and how we can best support organisations through ongoing research and conversations.

Our unique regional position gives us the ability to pilot new projects and approaches to benefit the North East area, often working across sectors with a wide variety of partners. We apply professionalism and knowledge to all the work that we do, and we strive to be a role model for the sector and the region by championing excellence, collaboration and social justice.

Through our work we:

- Share knowledge.
- Build partnerships and collaboration.
- Strengthen the sector.
- Give our members a collaborative voice.





## VONNE'S Mission

To support the development and sustainability of a strong, effective, and well governed Voluntary, Community and Social Enterprise (VCSE) sector, and promote engagement, involvement and collaboration with the sector as a valued partner.

### VONNE's strategic aims

- To be the expert source of knowledge and intelligence on the VCSE sector in the North East with a particular focus on the existing and emerging needs of the people and communities it serves.
- To be a source of information to the VCSE sector on issues that impact upon it.
- To be a leading voice and raise the North East sector's profile.
- To support external stakeholders to effectively engage and collaborate with the VCSE community, through effective system change and new approaches.
- To support the North East VCSE sector to be effective, ambitious, and enterprising.
- To be an effective and sustainable organisation.

We facilitate networks to strengthen the VCSE sector and act as a 'connector', bringing people and organisations together to make things happen.



## VONNE's values



We strive for excellence



We value transparency



Inclusivity and fairness



We encourage learning and sharing

## History of VONNE

VONNE was established as a registered charity and company limited by guarantee in 2000, and it was recognised that the VCSE needed a voice and representation at every level of decision making. VONNE's region spans 12 unitary authorities, ranging from Berwick in the north to Saltburn in the south, and the Pennines in the west.

VONNE has remained both relevant and much needed throughout the ever-shifting picture of sub regional and regional arms of government and has grown in strength, adapting to the new policy environment in which it operates.

VONNE is an expert on the sector in the North East and is a credible presence, continuing to attract funding and generate new revenue streams that are aligned to our mission enabling us to maintain a healthy reserves position.

VONNE's profile is high, and our reputation remains solid both within and beyond the North East region. Information to the sector has been of a consistently high standard and VONNE's advocacy work, intelligence, and expertise on behalf of the sector continue to be well regarded.

“VONNE encourages ambition and thinking out of the box, not afraid to lead from the front if that's what's required to get something started.”



## Strategic Development

Since 2019 VONNE has experienced a period of rapid growth and development; we have increased the range of partnerships, collaborations, and networks across sectors, and developed strategic relationships with key regional bodies, funders and commissioners. We now hold numerous positions with key strategic bodies to enable us to both represent the VCSE sector and influence policy and practice.

Examples include:

- We provide learning opportunities and encourage collaboration through our [Membership+ supporter scheme](#) and CEO Peer Support Network.
- We facilitate the North East and Cumbria Funders' Network, through which we share information and support funders to collaborate and better support grant applicants.
- We support networks of Local VCSE Infrastructure Organisations (LIOs) across the region, bringing them together both to facilitate joint working, and to disseminate relevant policy information.
- In 2022 we launched the North East VCSE Policy Forum in partnership with IPPR North providing a vehicle to ensure a unified VCSE sector voice to policy makers at a local, regional and national level.
- We have successfully ensured the sector has a voice in shaping strategies for a socially inclusive economy. Through our work representing the sector within the economic strategic partnerships in the North East we have provided a focus on the sector's role in supporting skills development, employability, NEETs and those with multiple barriers to employment.
- VONNE has established the VCSE sector as a vital partner within both the NHS nationally and within the North East & North Cumbria Integrated Care System. We have established key partnerships supporting the health, wellbeing, and health inequalities agenda, including the North East & North Cumbria VCSE Partnership Programme ensuring the VCSE organisations representing both communities of interest and place have a voice in shaping our regional health & care system. We facilitate the Healthy Communities & Social Prescribing workstream within the North East & North Cumbria Integrated Care System and represent the VCSE



“VONNE takes the sector voice into rooms and networks where it has previously not been heard – well done, that isn't easy to achieve – keep up the good work.”



VONNE also hosts pioneering and innovative projects and partnerships supporting sector sustainability and growth such as:

- **Local Access Redcar & Cleveland and Hartlepool (LARCH)**, which is tackling localised community inequality in the Tees Valley's social economy through enterprise development support and access to blended social investment. **Digital Pathfinders**, a three-year cross sector partnership which aims to encourage digital adoption across sectors.
- **VONNE Climate Action Alliance**, which successfully secured National Lottery Community Fund and County Durham Community Foundation funding to launch the next stage of our **Going Green Together** programme. ([www.goinggreentogether.org](http://www.goinggreentogether.org))
- The cross-sectoral **North East England Climate Coalition (NEECCo)**, hosted by VONNE, spent over three years working towards a regional approach to address the climate emergency, ecological collapse, and the need for a just transition working across a number of thematic areas. The work and partnerships were and continue to be instrumental in the launch of Net Zero North East England and Net Zero Tees Valley.

With the help and engagement of our Board, members and stakeholders, VONNE will launch a refreshed strategic plan that will enable us to effectively serve and support our members and the wider VCSE sector, for the good of the North East region, our people and communities. These aims will be in place for the next three years and lay the groundwork for the longer-term.



## Structure

In recent years we have been successful in developing and securing funding for a number of new multi-year strategic projects. In early 2022, after 2 years of significant growth, we undertook an organisational restructure to establish three core teams – Operations, Members Services and Projects and Partnerships. This exercise has enabled us to recruit additional staff and ensure adequate staff capacity across the various functions of the organisation.

You can see our [Organisational Structure here](#).

## Why work for VONNE



We are seeking a Engagement Coordinator role to support meaningful engagement and involvement of voluntary sector and members of the public to help shape the development of a new North East Ambulance Service (NEAS) strategy.

This is an exciting post within the VCSE Partnership Programme, hosted by VONNE as lead partner in the programme, which enables VCSE organisations to engage and collaborate with health and care system structures at all levels and provides one point of contact for the Integrated Care System (ICS) to engage with our sector. The Partnership Programme also hosts a programme of work supporting the development of the relationship between the VCSE sector and research.

This role offers the opportunity to work across the voluntary sector in the North East, within a programme that is held in high regard locally and nationally, on an exciting project that will help NEAS to shape their new strategy around the needs of our communities.



## Job Description

Job Title	Engagement Coordinator
Days Worked	3 days (22.2 hours) per week
Salary	NJC scale points 23 to 25 (£32,076 to £33,945)
Responsible to	NENC VCSE Engagement Manager and Health Partnerships Strategic Manager

### Background Information

We represent the VCSE sector as a strategic partner in health and care system-wide workstreams that form part of the North East and North Cumbria (NENC) Integrated Care System (ICS), the country's largest ICS which serves around three million people.

ICS's bring together NHS providers, commissioners and local authorities to work in partnership with the VCSE sector in planning and commissioning health and care services at a strategic level. VONNE leads on VCSE sector representation within the North East and North Cumbria (NENC) ICS, via the NENC VCSE Partnership Programme, working with Cumbria CVS.

Through this work, we have developed relationships with health system partners, including the North East Ambulance Service (NEAS).

NEAS are developing a new strategy and would like to engage with voluntary sector organisations and members of the public to help shape their work. We have partnered with Healthwatch to support the collection and collation of information to support the development of the NEAS strategy.

This role offers the opportunity to work across the voluntary sector in the North East, within a programme that is held in high regard locally and nationally, on an exciting project that will help NEAS to shape their new strategy around the needs of our communities.

### Job Purpose

This focussed post will support the design of processes and collection of information from engagement sessions held by VCSE organisations across the North East, providing guidance and support to the organisations where needed and supporting them to be able to deliver their own engagement sessions. As we are at the start of this process, there is the opportunity to help shape the project to best meet the needs of NEAS, VCSE organisations and their beneficiaries.

The post holder will ensure that engagement is carried out in all areas of the North East, as well as within specific thematic areas, to ensure a very broad range of input, which will be collected from both VCSE organisational and service user perspective, from organisations of all sizes. Information will then be collated and analysed.

The role will culminate in the delivery of a report summarising the feedback from the engagement sessions held throughout the region, drawing out key points and



recommendations for NEAS, which will be presented to them for use in creating their new strategy.

This post will be situated within the NENC VCSE Partnership Programme, and will draw on and be supported by the structures and knowledge within the programme and its delivery team. It will be hosted by VONNE, and will involve working with the region's lead Healthwatch. There is strong support for this work from all partners, with the ambition to create a model of best practice in strategy engagement, recognising and valuing the expertise of the VCSE sector and its knowledge of local communities and issues that affect the delivery of health services.

As with all roles within the Health and Wellbeing team, all of our work contributes to the collective aim of all partners, which is to improve the health and wellbeing of our population.

As a valued member of our team, your opinions and insight will be encouraged and welcomed – we work together to achieve our goals and we all have equally valuable contributions to make. This applies specifically to the Health and Wellbeing team, but also to VONNE as an organisation.

## Duties and Responsibilities

- Producing, with the Engagement Manager, the design of the programme of engagement.
- Recruiting VCSE organisations to participate in engagement activities and maintaining a system of monitoring progress.
- Creating and delivering presentations to stakeholders to support development of the engagement work.
- Providing support to organisations who need advice/guidance in how to set up engagement activities (including utilising pre-existing resources linked to our Health and Wellbeing VCSE Research Partnerships Coordinator).
- Ensuring payment of VCSE organisations and their beneficiaries via VONNE's finance team and keeping accurate records of transactions as per VONNE's financial processes.
- Maintaining excellent relationships with programme partners.
- Collecting and collating engagement information from participating VCSE organisations.
- Completing regular progress reports to ensure work remains on track.
- Creating a report based upon VCSE sector input.
- Creating a final project report combining Healthwatch and VCSE information (Healthwatch will provide a full report detailing their findings).
- Performing administrative duties relevant to the post, which may include activity such as mapping, creating and disseminating materials, creation of information-sharing materials, dealing with queries and enquiries, maintaining accurate records and ensuring compliance with obligations for GDPR and Data Security.
- Presenting highly complex and potentially contentious information in a clear, understandable, and appropriate manner.
- Communications/marketing and promotion of project to VCSE organisations across the North East, collaborating with the Project Support and Communications Officer to promote via e-bulletins, social media and website.
- Event organisation and promotion.
- Successfully working as part of a team and delivering results which make a positive and measurable difference to the VCSE sector.
- Attending appropriate events and other networking opportunities related to this work as a representative of VONNE and of the VONNE Health and Wellbeing team.
- Supporting the overall successful delivery of the programme of work.



- Being aware of and complying with the Equality and Diversity policy of VONNE as well as actively promoting equality and diversity issues relevant to the role.
- Being familiar with and understanding all processes and procedures in relation to the Health and Wellbeing programme and VONNE.
- Maintaining a good level of understanding and information on VONNE and its services.
- Such other duties at a comparable level of responsibility as determined by the Programme Director & VONNE.



## Person Specification

We are seeking an individual with strong organisations skills who is adept at managing competing priorities.

### Skills, knowledge and experience

#### Essential

##### Role-specific:

- Experience of working with and knowledge of the voluntary, community and social enterprise (VCSE) sector.
- Experience of adapting communication style and content to meet the needs of the audience.
- Experience of writing formal reports.
- Experience or substantial knowledge of public and patient participation involvement and engagement (PPIE).
- Meeting facilitation skills.
- Ability to self-manage and organise workload.
- Excellent written, verbal and digital communication skills including excellent presentation skills.
- Ability to communicate and build relationships at all levels with tact and sensitivity where needed.
- Knowledge or experience of health and care structures

##### Digital:

- Be highly IT literate with experience of using appropriate technology including MS Office and social media.

##### Personal Qualities

- Team player.
- Belief in the power of partnership working to support VCSE sector organisations and their beneficiaries.
- Supportive of VONNE's commitment to implementing equal opportunities and promoting diversity.

##### Education and Training

- Whilst a specific qualification is not required, you must have relevant and sustained work experience at this level.
- Committed to personal development.



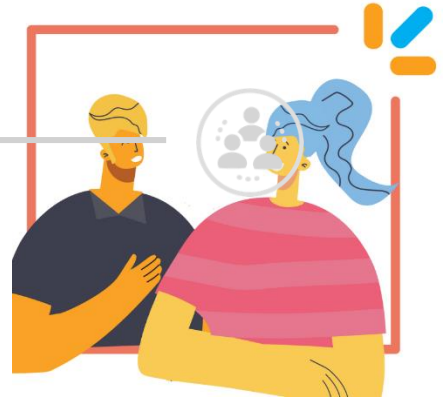


## Other

- The role is regional and therefore requires the ability to travel across the North East on occasion.
- Willingness to work flexibly (this will be reciprocated).

## Desirable

- Knowledge of North East communities.
- Experience of working across sectors and supporting collaboration.
- Knowledge of health inequalities.



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## Recruitment Timetable

**Application deadline:** Tuesday 23<sup>rd</sup> July at 9am

**Interview Dates:** Friday 2<sup>nd</sup> August

Please note interviews will be held via Zoom.

Please let us know on your application if you are not able to attend on this day as we may be able to offer an alternative date.

We will always endeavour to contact all applicants following shortlisting.



## Principle terms and conditions

<b>Job Title</b>	Engagement Coordinator
Responsible to	NENC VCSE Engagement Manager and Health Partnerships Strategic Manager
Hours worked	3 days (22.2 hours) per week. Usual working hours are Monday to Friday, 9am to 5pm. However, we operate a flexible system to allow for working patterns outside these hours to be accommodated, with agreement, according to need.
Salary	NJC scale points 23 to 25 (£32,076 to £33,945). Standard of living increases will be awarded each year in line with local authority pay settlements. Following the probation period, salary scale increments will be awarded annually.
Contract	12-month fixed term contract
Notice	Notice to terminate employment is one month by either side (one week during the probationary period).
Annual leave	The full-time entitlement is 25 days plus Bank Holidays and the period between Christmas and New Year (not pro rata, entitled to full 3 days). Annual leave increases to 28 days with annual increments of one day for each full year of continuous service.
Pension	VONNE's pension provider is The People's Pension and VONNE is prepared to make an employer contribution to this or the post holder's personal pension scheme of 5% of salary, provided the staff member makes at least the minimum contribution as per auto-enrolment.
Location	Flexible; homeworking and office based (Newcastle). VONNE's normal place of work is our office at 4th Floor, Hadrian House, Higham Place, Newcastle upon Tyne, NE1 8AF. The role may also require that you occasionally travel to other locations in the North East to attend meetings and events.
Expenses	VONNE will pay for travel and subsistence if an employee is requested to travel as part of their role (outside of commuting to work).
Health	VONNE staff are covered by the Simply Health Cash Plan scheme, through which employees can claim for visits to an optician, physiotherapist, chiropodist, emergency care from the dentist and more.





# VONNE

VOLUNTARY ORGANISATIONS' NETWORK NORTH EAST



## STRENGTHENING & SUPPORTING THE SECTOR

Contact Us

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