



## Engagement Officer

In 2023 Re-engage launched a new five-year strategy with growth at its heart. We're looking for an exceptional person to join our team as an Engagement Officer and be a vital part of this exciting phase of our development.

### Reporting to an Engagement Team Manager you will

- recruit volunteers by promoting Re-engage's services.
- develop effective relationships with new and existing referrers such as social prescribers and community link workers.
- identify and cultivate new, innovative referral pathways to connect with a broader demographic of seniors experiencing social isolation and loneliness.
- support the wider Re-engage team in the delivery of our grant funded projects.

**This role has a national UK remit and as and where the need arises.**

### Engagement Officer tasks and requirements

- Growing and developing our network of referral partners, including social prescribers and link workers, ensuring that Re-engage's work is promoted to people aged 75+ who are experiencing social isolation and loneliness.
- Utilise Re-engage's CRM (OPUS) to inform evidence-based, data-driven decision-making to develop effective engagement plans.
- Working closely with the service delivery team ensuring that the right people are recruited and engaged into the right roles, in the right place, and at the right times.
- Collaborating with the communications team to support the widest possible publicity for the charity's needs through media and social media opportunities, local press, radio, TV, and online forums.
- Liaising closely with the fundraising team delivering against recruitment targets linked to grants and supporting them with persuasive proposals and grant applications, using acquired national knowledge and collecting case studies.
- Identifying speaking and presenting opportunities ensuring that Re-engage's work is promoted to referrers.
- Joint accountability, with colleagues, for growing the engagement of older people and the recruitment of volunteers into Re-engage's portfolio of services.
- Carrying out any other reasonable tasks assigned to you by your line manager.

We put the safeguarding of our older people, volunteers, and colleagues at the heart of everything we do and as such, this role will be subject to an enhanced criminal record check.

### Benefits

Salary £27,000 per annum

Four-year fixed term contract

35 hours per week; occasional evening and weekend working may be required with prior notice.

26 days annual leave and all Bank Holidays

Working from home allowance at the standard HMRC rate as detailed here:-

<https://www.gov.uk/tax-relief-for-employees/working-at-home>

Enhanced family friendly and life events provisions

Bupa cash plan, 3% pension contribution, death in service benefit

**Bringing generations together**

**Registered charity in England and Wales (1146149) and in Scotland (SC039377)**



Learning and development opportunities, Employee Assistance Programme

## **About you**

You'll be a proactive, solution-focused person with passion and skill for networking and building and maintaining effective relationships, such as with referrers and social prescribers. You'll be a flexible, hands-on team player, who will deliver Re-engage's strategic objectives, values, behaviours, and working practices.

## **Knowledge, skills, and attributes**

### **Essential**

Excellent people skills with a proven ability to network and collaborate with professionals, partners, older people, volunteers, and colleagues.

Digital first approach with strong ability and enthusiasm about using technology to its full advantage to engage and recruit older people and volunteers and make data informed decisions.

Experience of working with a wide range of stakeholders from the statutory, commercial, and voluntary sectors to deliver results.

Excellent interpersonal, written, and verbal communication skills.

Organised and methodical approach to work with strong administrative skills.

Self-motivated, able to work remotely at pace to deadlines with minimal supervision and meet KPIs.

A clear understanding of safeguarding systems and processes and of confidentiality and the implications of GDPR when working with volunteers and older people.

### **Desirable**

Experience of community engagement or sales, including online engagement.

Experience working in a target-driven work environment.

Understanding of the volunteer journey, including recruitment and engagement.

Full driving license and own car preferred as this post may require national travel and the occasional overnight stay.

## **About us**

We are positive about old age and committed to reducing loneliness so that older people can have social lives and friendship groups however old they are. We inspire and enable meaningful connections and shared experiences within communities across the UK for people over 75 facing loneliness or social isolation.

Our volunteers work together to create better communities and help to enrich the lives of our members. Helping older people who may have felt very alone, to feel valued as individuals, to form friendships, and access to groups that provide support. We make sure that people know they are important well into their old age.

We are proud of our values - positive, innovative, transparent, evidence-based, and accountable - and of our ethos of bringing generations together. These guide our day-to-day work, alongside our commitment to harnessing technology.

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Our vision is a world where no one is ever too old to make friends and enjoy social interaction.

Our mission is to work within communities to end social isolation and loneliness in older people.

By joining us, you'll contribute to combating the loneliness and social isolation felt by many older people. You'll also align with an organisation dedicated to challenging ageism and empowering volunteers.

Joining our team means making a tangible impact on the lives of older people while enjoying a supportive and inclusive work environment. Although we operate remotely, we encourage teamwork and wellbeing through many and varied interest groups and virtual networking and social activities. We also offer periodic opportunities for regional groups of staff to meet face to face to discuss and feedback on specific operations issues.

### **How we recruit**

Diversity and inclusion are important to us. We want our team of staff to be representative of all sections of society, and for each employee to feel respected and able to give their best. We understand that you may not meet every requirement listed, but if you feel you could make a valuable contribution to our charity, we encourage you to apply. You may be a great fit for this or another role.

We use the recruitment platform **hireful**. The application process includes an inbuilt anonymisation feature which removes identifiable personal data from your CV. We also add competency questions to the process which assess your approach to real issues that you would face in this role. Each response is anonymised and reviewed separately by each hiring team member before the total scores are averaged to create a leaderboard of candidates. Using hireful allows us to reduce unconscious bias and subjectivity, and candidates experience a more skills-based recruitment process which helps us to hire the best talent for our roles.

**The closing date is 5pm on Monday 13 May 2024**, however, you should note that we reserve the right to close the vacancy early if we receive sufficient applications. Therefore, if you're interested in this role and in working for Re-engage, we would encourage you to apply ASAP.

**Interviews will be held w/c 27 May via Teams.**

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