

- Job title:** Employability Administrator
- Reporting to:** Head of Volunteering & Employability
- Hours:** 15 hours per week, days to be confirmed
- Contract:** Temporary to 31st December 2025
- Location:** Onsite at EMERGE offices
- Terms:** Pro rata of 22 days' holiday (plus Bank Holidays), birthday off, 3% pension contribution, Employee Assistance Programme
- Works with:** Head of Volunteering & Employability Volunteer Coordinator, Assistant Operations Manager

About the EMERGE Employability Programme - Give & Gain

Our volunteers are the heart and soul of our charity, they fulfil many varied roles and without them, EMERGE's activities including Touch Wood and FareShare Greater Manchester, would have far less social and environmental impact. Our Give & Gain employability programme is aimed at enabling people to develop the skills, confidence, and aspirations needed for job success. We support people from all backgrounds who face barriers to employment and whose skills often go unused or undiscovered.

Job Purpose

Working with the Volunteering team and other key staff, this role assists in promoting the benefits and opportunities of the Give & Gain Programme at EMERGE. This role will help us to recruit additional volunteers from the local community and beyond, by identifying and connecting with new networks and operational partners.

Main Responsibilities:

Administration

- Work with Volunteer team to agree recruitment planning in order to achieve monthly targets for the Give & Gain programme
- Answer telephone calls and respond to volunteering and Give & Gain programme enquiries or refer enquiry to Volunteer Team when needed.
- Compile volunteer learner personal files with training materials, instructional notes, feedback forms.
- Assist in the monitoring and review of programme work plans and timelines and the progress of the volunteer online learning.
- Complete general office duties and any carry out other duties which may be reasonably requested to support the team or wider organisation
- Works in accordance with all EMERGE policies and procedures including the code of conduct at all times.

Communication

- Assist in the distribution of promotional materials at presentations, events and job fairs for the Give & Gain Programme including leaflets and posters; help in identifying new opportunities for information distribution.
- Actively promote EMERGE's commitment to inclusion equality and diversity by treating all volunteers, colleagues, and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy and Safeguarding Policy.
- Provide regular project updates as required to the Head of Volunteering & Employability, flagging any risks or concerns as appropriate

Data management

- Maintain and develop our systems and databases for monitoring all Give & Gain Programme related data, such as recruitment, attendance, retention, training achievements, interviews and job outcomes, whilst keeping sensitive material confidential.
- Collect data and reports from other FareShare and Touch Wood operations teams for purposes of compiling reports for funders and other project stakeholders

Person Specification

Essential Experience

- Experience working in an administrative or support role in an office environment
- Highly organised, with the ability to plan, prioritise and deliver to tight timescales.
- Experience or understanding of recruitment, engagement and support of volunteers to ensure a high level of volunteer satisfaction.
- Experience or understanding of targets and objectives in achieving the impacts required by a project's objectives, funders and other stakeholders
- Experience of handling sensitive data and maintaining confidentiality
- Excellent communication skills with good standards in speaking and writing clearly
- IT literate, in particular of using Microsoft applications (Outlook, Word, Excel and PowerPoint)
- Ability to apply problem solving skills, identify source and find effective solutions
- A commitment to and knowledge of Equality & Diversity and Inclusion
- Willingness to comply with all EMERGE policies and procedures
- A commitment to the values, aims and principles of EMERGE.

Personal Qualities

- Reliable and consistent in support of the team and work objectives
- Ability to be creative, offering new ideas to improve outcomes
- Ability to work in a professional manner: polite and approachable
- Enthusiastic and self-motivated with excellent team-working skills.
- Able to work calmly and maintain a disciplined approach to the task under the pressure of deadlines and/or changing objectives
- Able to be fully productive without being prompted, producing good quality work within own abilities
- Able to identify issues within own area of work and take appropriate action using informed initiative

Mission, Vision, and Values	
Mission	Vision
Together we make a real difference, inspiring change by: <ul style="list-style-type: none"> • rescuing valuable resources and • improving lives 	Working hard to make our world a better place
Values	
We have integrity. We value difference and diversity and treat everyone respectfully. We pioneer innovative solutions. We are accountable. We influence social and environmental change.	