

Volunteering Matters Job Description

Reference Number: V571

Job Title: Engagement Manager

Location: Scotland - Homebased

Contract type: FTC – March 2028

Hours: 17.5

Salary: £25,625 Pro Rata

DBS/PVG: n/a

Job Family: 3

Line Manager: Senior Project Manager, Corporate and Employability

Role Purpose

Action Earth offers grants to help urban communities to respond to our nature and climate crises. Funded by the National Lottery Community Fund, these nature grants support volunteers of all ages, backgrounds and abilities in practical outdoor activities in Scotland's cities, towns and villages.

We are looking for a talented, dynamic, and organised Engagement Manager to join our Action Earth team in a mainly administrative role. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values. You will be joining an existing team of one part time Engagement Manager and a long-term volunteer who supports the project.

Key Duties and Responsibilities

- Administration tasks including maintaining effective and accessible records using Microsoft Office, Google Docs, MailChimp and a CRM.
- Ensure monitoring, impact and evaluation information is collected
- To ensure that Action Earth meets its agreed targets, reporting format and schedule.
- Updating social media channels.
- Help create newsletters and other promotional materials
- Supporting successful applicants and monitoring project journeys.
- Supporting with quarterly and yearly reporting,
- Supporting with raising awareness of Action Earth, specifically targeting low SIMD areas across Scotland.
- Attend any fairs or promotional events

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

Skills

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- Excellent IT skills including the use of Office 365, Microsoft Teams, Microsoft Forms, Excel, Google Docs and Forms, MailChimp and design software such as Canva.
- Experience using different CRM software.
- An understanding of Scottish geography, particularly around areas of multiple deprivation
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload, and prioritise effectively.
- Excellent written and verbal communication skills.
- Excellent people skills with the ability to build professional, long-term relationships with various organisations to influence and motivate others.
- A creative approach to problem solving, an ability to work independently and use own initiative.
- Ability to think on your feet, act quickly and respond to situations as well as demonstrate common sense and initiative.

Experience Required

- Experience working directly with Excel and Microsoft Forms, including the ability to develop spreadsheet applications, in particular, the use of formulae and how to link related spreadsheets.
- Experience of administration, achieving goals, managing a busy workload and working to deadlines.
- Experience developing strong working relationships, with a range of organisations.
- Experience of measuring the impact of volunteering and understanding the results.
- Understanding of and full commitment to Equality, Diversity, and Inclusion.

Qualifications

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

Other

This is home based however some travel across Scotland to visit projects and attend events may be required. The postholder will require good internet access to enable remote working, and a suitable home office space. I.T. 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.

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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.

General Requirements

- 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

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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.



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