

JOB DESCRIPTION

Reference Number:	V570
Job Title:	Engagement Manager
Location:	Flintshire (home based with local travel)
Contract Type:	Fixed Term Contract until End of February 2027
Hours:	21 hours per week
Salary:	£25,625 per annum (Full Time Equivalent)
DBS:	Enhanced Level DBS
Job Family:	Job Family 3
Interview Dates:	July 2026 - TBC

Who we are

Volunteering Matters 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, campaigning, or leading change, everyone can make a difference. We bring people together through volunteering, to build stronger communities, making sure everyone has the chance to get involved and create real change.

Since 1962, we've used our influence to champion volunteering as a powerful tool to build a thriving, resilient society. Our projects are co-created with the people and communities we work alongside: an approach that encourages our participants to become future volunteers and leaders, not just beneficiaries. We understand the pressures of day-to-day life and create flexible, inclusive volunteering opportunities for people at all stages of life. And beyond delivering projects on the ground, we use our voice to shape policy and practice – ensuring volunteering stays recognised, supported and sustainable.

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 new opportunities
- **We connect businesses with communities**, creating meaningful volunteering projects
- **We show the impact of volunteering & social action**, proving how it changes lives

Role Purpose

We are looking to recruit a talented, dynamic and professional Engagement Manager to join our team. In this role, you will lead all aspects of the Flintshire Befrienders project.

Flintshire Befrienders is funded by the National Lottery Community Fund and supports older people experiencing social isolation and loneliness. Our team of Volunteer Befrienders provide companionship, help to build confidence, and encourage engagement in the local community. The project consists of:

- One-to-one befriending in a person's home, or over the telephone
- Community buddying – support to attend local community groups and events
- Volunteer-led events – activities that older people can engage in, based on their interests

The right candidate would be someone with experience of supporting and managing volunteers, working with older people facing isolation and loneliness, as well as someone who can work flexibly and demonstrate a commitment to our organisational values.

Key Duties and Responsibilities

- Coordinate the Flintshire Befrienders project, meeting ambitious goals and milestones, ensuring all older people and volunteers have a great experience and achieve positive outcomes
- Establish strong working relationships with colleagues, Volunteer Befrienders, older people and partner organisations in order to source volunteers and referrals
- Attract, recruit, train and support a diverse pool of Volunteer Befrienders from the local community
- Manage the matching process and setting up and maintaining new project activities where appropriate
- To maintain Volunteering Matters standards around quality and effective Volunteer Management



- To manage each older person's experience of the project, from referral point until full completion of their befriending journey
- To manage the risk assessment, safeguarding, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected, and that Flintshire Befrienders meets its agreed goals on time. This includes preparing reports for funders.
- Promoting and representing Flintshire Befrienders and Volunteering Matters across the region in a wide range of ways
- Develop promotional material and information to increase knowledge and awareness of the project
- Administration tasks including maintaining effective and accessible records, processing volunteer expenses, using a CRM system, Office 365, MS Teams, Canva and other relevant software
- Play an active role in identifying and developing new opportunities for Volunteering Matters locally

Skills Required

- Excellent knowledge of the life challenges that older people in the UK face today
- The ability to assess the needs of an individual, using a person-centered approach
- Excellent written and verbal communication skills - able to have strategic conversations with a partner organisation one minute, and talk to an anxious older person the next
- Excellent people skills - able to build professional relationships to influence and motivate others
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload, prioritize effectively, and working to deadlines
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages
- A creative approach to problem solving, an ability to work independently and use own initiative
- Due to travel involved in the role, a driving license and access to own vehicle is essential
- The ability to communicate in the Welsh language is desirable, but not essential



Essential Experience Required

- Experience supporting older people, particularly those experiencing social isolation/loneliness
- Experience in all aspects of effective Volunteer Management
- Experience of working remotely while being an effective team member
- Experience in developing strong partnerships with external organisations or groups
- Experience of project coordination, achieving ambitious goals, and working to strict deadlines

Qualifications Required / DBS check

Relevant skills, experience and alignment to our organisational values is more important than specific qualifications. This role requires an Enhanced Level DBS. We will support you to obtain this.

Other Requirements for all Volunteering Matters staff

- Enthusiasm for volunteering and creating positive change in communities
- Demonstrates awareness of and alignment with Volunteering Matters' core values
- Works well with others and contributes to a supportive, inclusive workplace environment
- Commitment to Equality, Diversity, and Inclusion (EDI) and treating all people fairly
- Must adhere to the organization's Code of Conduct
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines

Our ways of working

We offer flexible working by default. Our staff members have significant flexibility when it comes to working days/hours and are empowered with the responsibility of managing their diary and workload.



VOLUNTEERING MATTERS

Part of your working week will be based in local communities within Flintshire, meeting older people, volunteers and other stakeholders. Your travel costs will be re-imbursed.

When working from home, you will need a suitable home working environment such as a good WIFI connection. IT equipment and other infrastructure will be supplied.

This role is funded by:



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, 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.

