



Support team manager – Maternity Cover

About Us

Re-engage is a charity that is positive about older age and committed to fighting loneliness so that 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 and social isolation.

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

Job Summary

We're looking for an exceptional person to join the Service Delivery team as the Support Team Manager. You'll lead a passionate team of Support and Development Officers (SDOs) with a focus on matching older people and volunteers into our existing services and empowering volunteers to develop new ones. As an ideal candidate you'll be dedicated to ensuring that all areas of the charity's work are consistent, clear, and empowering for older people and volunteers.

You're an experienced leader who is positive, resilient, data driven and who has the ambition and drive to grow our reach and to develop the effectiveness of our services. You'll be solution focused, tech savvy, adept at identifying and removing barriers and at ease working to targets and deadlines in a fast-paced environment.

Reporting to

- Head of Service Delivery and Volunteering

Responsibilities

- Leading, empowering, and developing a staff team that is motivated, data driven, highly knowledgeable, confident, and empowered to make decisions within their remit
- Identifying and overcoming barriers to growth, ensuring that all aspects of the support team's processes are streamlined, effective and safe
- Responding to feedback, continuously reviewing, adapting, and adjusting the support team's procedures and working practices
- Ensuring that the team are thinking digitally and using data to influence their decision making
- Coaching the support team to scrutinise our CRM system to understand current priorities and to identify opportunities for new service development
- Collaborating and influencing colleagues across the wider organisation by promoting excellence and organisational effectiveness.

Bringing generations together

7 Bell Yard, London, WC2A 2JR 020 7240 0630

Freephone: 0800 716 543 info@reengage.org.uk www.reengage.org.uk

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



- Working alongside the Head of Service Delivery and Volunteering and the senior management team (SMT) to deliver the strategic plan
- Compiling monthly reports, ensuring that the SMT and the board of trustees have reliable information that feeds into all areas of decision making
- Empowering volunteers and older people to meet their own needs by promoting and supporting access to digital tools
- Working with KPIs such as: response times, matching rate, new service development and volunteer and older person satisfaction
- Co-leading SDO meetings and contributing to all-staff meetings
- Processing tea party group funds, ensuring that claims are made accurately and that volunteers are reimbursed within a timely fashion
- Leading and developing the annual volunteer reward and recognition programme, working with the Head of Service Delivery and Volunteering
- Co-responsibility for the effective organisation and handling of external enquiries and outgoing mailings
- Working with Engagement and colleagues in Service Delivery to ensure all staff are working to the same objectives and processes are as efficient as possible

Required Skills/Experience

- A motivational, positive and resilient leader
- Excellent interpersonal, written, and verbal communications skills
- An organised and methodical approach to work and excellent time management skills
- Experienced user of Microsoft Teams, SharePoint, and Dynamics or equivalent systems
- Enthusiastic about using technology to improve the volunteer and older person experience and to increase performance
- A clear understanding of safeguarding systems and processes
- A clear understanding of confidentiality and the implications of GDPR when working with volunteers and older people
- Self-motivated with the ability to work independently as well as collaboratively
- A strong understanding of the importance of record-keeping and CRM systems
- A commitment to an environment which promotes equality of opportunity and recognises and values diversity
- A commitment to Re-engage's ethos and values and a determination to always promote a positive image of the charity
- The ability to travel to national meetings, sometimes overnight

Bringing generations together

7 Bell Yard, London, WC2A 2JR 020 7240 0630

Freephone: 0800 716 543 info@reengage.org.uk www.reengage.org.uk

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



- An understanding of, and empathy with, the issues affecting older people who are isolated and lonely
- An interest in learning about loneliness, social isolation, and factors that have an impact on the ageing population

Benefits

- Home based working, with regular opportunities to meet colleagues face to face
- Competitive salary
- Generous annual leave plus bank holidays
- Working from home allowance
- Access to a BUPA cash plan
- Death in service insurance
- Opportunities for learning and development

Bringing generations together

7 Bell Yard, London, WC2A 2JR 020 7240 0630

Freephone: 0800 716 543 info@reengage.org.uk www.reengage.org.uk

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