

SKILLED VOLUNTEER PROGRAMME MANAGER

Are you a natural relationship-builder? A great communicator who loves connecting people? Someone who has an eye for detail and process development? Has a keen interest to make a positive impact in London communities?

If that sounds like you, we'd love to hear from you!

We're looking for a Skilled Volunteer Manager to lead the day-to-day delivery of Link UP's Skilled Volunteering Programme, matching incredible Skilled Volunteers with Social Good Organisations (SGOs) to deliver projects that really make a difference. You'll own the full project lifecycle, from the first exploratory conversations and thoughtful matching all the way through to project completion and impact reporting. Alongside this, you'll help us deepen the programme in different boroughs and strengthen the systems that keep it all running smoothly.

This is an exciting role if you thrive on building relationships, solving problems, managing systems and developing processes, care about details, and like turning good ideas into real results. You'll work closely with the Head of Skilled Volunteering and collaborate across the wider Link UP team, including Communications and Events.

About Link UP London

At Link UP London we build stronger more resilient communities. By connecting small Social Good Organisations or SGOs (i.e. charities, Community Interest Companies, community groups and social enterprises) with Skilled Volunteers, we help these organisations access the skills they need, when they need them, to address strategic and operational development issues and build capacity and resources. Our Skilled Volunteers have a range of professional backgrounds (HR, finance, comms, marketing, legal, data, IT and many more) and want to apply their skills and expertise to make a positive difference in London. This means that the organisations are better equipped to tackle the multiple challenges of inequality facing their communities and the Skilled Volunteers have a meaningful volunteer experience that fits into busy schedules.

We connect skills to SGOs in 3 main ways including:

- **Skilled Volunteering Programme:** Short-term, structured volunteering engagements.
- **Social Impact Solutions:** Our corporate programme provides structured skills-based employee volunteering opportunities in a range of formats.

- **Events:** Including Lunch & Learn webinars that allow professionals with limited time to share their expertise on topics of relevance to SGO capacity development, in-person workshops and community learning and networking events.

We work in all boroughs and the city of London with 95% of organisations we support addressing issues of poverty, vulnerability and marginalisation.

Role Details

Title: Skilled Volunteer Programme Manager

Time Commitment: Full time (with the option of 4 days a week)

Locations: Hybrid – remote and in-person (minimum 2 days per week in our Battersea office, with travel across London as required)

Salary: £33,000 full time with the option of pro rate @ 4 days a week

Responsibilities

- **Programme delivery:** Own the end-to-end matching process from first conversations with volunteers and organisations, through project scoping and agreements, to monitoring live projects and collecting feedback, ensuring fast, high-quality matches and strong relationships throughout.
- **Growth & expansion:** Lead research and planning for expansion in different boroughs, working with volunteers and the Head of Skilled Volunteering to identify opportunities and build relationships in communities.
- **Pipeline & impact:** Keep a healthy flow of projects and volunteers coming in, track diversity and reach, and contribute to regular impact and performance reporting.
- **Communications & events:** Work with the Comms team to promote the programme and represent Skilled Volunteering at events and in the community.
- **Systems & continuous improvement:** Maintain the programme's key systems, documentation, and data, and help identify better tools and processes to support the programme's development.
- **Strategic contribution:** Play an active role in shaping the Skilled Volunteering model and Link UP's wider strategy and growth.

Person Specification

Essential:

- At least 3 years' professional experience managing programmes or projects, ideally in a volunteering, community, or charity setting
- Strong relationship-management skills, with the ability to work confidently with a range of stakeholders
- Excellent organisational skills and the ability to manage multiple projects simultaneously
- Clear and effective written and verbal communication skills
- Detail oriented while being able to understand the big picture
- Proven experience working with data, feedback systems, and reporting frameworks

- Confident with CRM systems and using these to track activity and gather data
- A proactive, solutions-focused approach to problem-solving
- An understanding of organisational development — i.e. how strategy, systems and processes evolve to support an organisation's growth
- Some direct experience with the charity sector
- The ability to be at the Battersea office a few times a week with the ability to travel around London as needed

Good to have:

- An understanding of volunteering and Skilled Volunteering in particular, and ideally experience in volunteer recruitment
- A good understanding of the charity sector including opportunities and challenges faced by small organisations today

Qualities that are a good fit with our team:

- Personable, warm, caring, friendly
- Hardworking, dedicated, committed
- Entrepreneurial
- Professional

How to Apply

Please submit a CV and covering letter (max 2 pages) **addressing your suitability for this role, paying close attention to the job description and eligibility specifications above**, to **kim@linkuplondon.org** with the subject line – Skilled Volunteer Manager

Please note that applications submitted without a cover letter will not be considered and that cover letters that are clearly AI generated will be discarded.

Closing Date for Applications: Friday 4 September 2026 @ 5pm