



## Support and development officer

### Key information

- Support and development officer
- 5 days a week, (35 hours), maternity cover position starting September 2024
- Home-based
- £23,634 per annum

### Key skills

- Administration, customer service & support, operations
- Communication, administration, time management, customer service, organisation

### Job description

Re-engage has just launched a new five-year strategy which has growth at its heart. We're looking for an exceptional person to join our team, for maternity cover, as a support and development officer (SDO) and to be a vital part of this exciting phase of our development.

Reporting to the support team manager and sitting within the service delivery team you will be working closely with other SDOs and engagement officers (EOs) with a focus on matching older people and volunteers in to Re-engage services and providing ongoing support.

Joining our team will give you a role where you'll have a real sense of purpose and we'll give you the time, space, and support to develop in the role. We're looking for some who is:

- Committed to engaging and empowering volunteers and older people.
- Experienced in using a CRM system to capture, store, and retrieve information on all stakeholders.
- Work with our CRM system and dashboard to identify tasks and manage workload, ensuring records of older people and volunteers are kept up to date
- Solution focused and committed to using technology to find solutions and to improve performance.
- Comfortable with communicating on the phone with people of all ages.
- A skilled and confident communicator.
- Familiar with working in a fast-paced environment with experience of working to deadlines and at meeting performance related targets.

### Key responsibilities

- Matching older people and volunteers into Re-engage services.
- Supporting volunteer and older people once they are matched into Re-engage services, including dealing with any complaints that may arise.
- Collaborating with colleagues to identify applicants for volunteer roles or older people referrals.
- Making calls to older people and volunteers on a regular basis
- Responding to phone and email enquiries from our shared mailbox and phoneline that provides high quality support to older people and volunteers.
- Attending face to face meetings with colleagues occasionally

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Freephone: 0800 716 543 [info@reengage.org.uk](mailto:info@reengage.org.uk) [www.reengage.org.uk](http://www.reengage.org.uk)  
Registered charity in England and Wales (1146149) and in Scotland (SC039377)



You may be required to undertake other duties that fall within the nature of the role and responsibilities of the post.

This role may require an enhanced criminal record check.

### Benefits

- Salary – £23,634 per annum pro rata
- 5 days a week (35 hours), maternity cover position starting September 2024 (potential for flexible working, occasional evening and weekend working may be required with prior notice)
- Home-based
- Working from home allowance at the standard HMRC rate as detailed here:- <https://www.gov.uk/tax-relief-for-employees/working-at-home>
- 26 days annual leave plus all Bank Holidays pro rata
- Enhanced family friendly and life events provisions
- Bupa cash plan, 3% pension contribution, death in service insurance
- Learning and development opportunities, Employee Assistance Programme

### About you

#### Essential

1. Experienced user of Microsoft Teams, SharePoint, and Dynamics or equivalent systems.
2. Enthusiastic about using technology to improve the volunteer and older person experience and to improve performance.
3. Excellent interpersonal, written, and verbal communications skills.
4. A desire to learn, adjust and adapt to constructive feedback.
5. Organised and has a methodical approach to work and excellent time management.
6. Initiative-taking, able to take responsibility for own performance and to demonstrate the ability to work with minimal supervision and under pressure to meet targets.
7. Strong understanding of the importance of record-keeping and CRM systems.
8. Strong understanding of the importance of brand and commitment to the brand guidelines.
9. Clear understanding of confidentiality and the implications of GDPR when working with volunteers and with older people.
10. Clear understanding of safeguarding systems and processes.
11. A positive ambassador for Re-engage - committed to an organisation that challenges ageism, empowers volunteers, and recognises and values diversity.
12. A commitment to embracing the values of Re-engage, and to our motivation to harness technology.

#### Desirable

- Interested in learning about loneliness, social isolation, and factors that impact the ageing population.
- Understanding of, and empathy with, the issues affecting older people who are isolated and lonely.

### About Re-engage

Re-engage is a charity that is positive about older age and committed to reducing loneliness so that people can have social lives and friendship groups however old they are. We inspire and enable

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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.

We are proud of our values - positive, innovative, transparent, evidence-based, and accountable - and of our ethos of bringing generations together.

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.

Re-engage is committed to growing a staff team that enjoys coming to work every day and gets satisfaction out of being part of delivering significant impact to the lives of older people. We all work remotely, and we don't let that stop us from getting to know each other and enjoying down time together. Our wellbeing programme includes multiple interest groups: music, books, hobbies etc as well as coffee and catch ups, quizzes, mindfulness, and other group activities. Everyone is encouraged to get involved in working groups and staff networks, all of which contribute to us getting to know each other. We have strong values and promote behaviours that underpin all we do.

### **How we recruit**

Don't meet every single requirement? Studies have shown that women and people from ethnic minority backgrounds are less likely to apply to jobs unless they meet every single qualification. At Re-engage we are dedicated to building a diverse and inclusive workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we'd encourage you to apply anyway. You may be just the right candidate for this or other roles.

Re-engage uses the Hireful platform which helps remove unconscious bias for a forward-thinking, fair, and objective alternative to traditional hiring. Instead of using your CV alone, we'll be asking you to answer questions to test essential skills needed for the role. The responses are then anonymised and reviewed in a random order by members of our team. This enables us to make data-driven assessments focused on someone's ability, rather than their background.

The Hireful platform also asks some demographic questions before you start your application. We never see these responses with your application. We only see summary statistics to help us check if our candidate pool is balanced and if everyone has an equal chance to get hired irrespective of their background. If you prefer, you can easily opt out of answering these questions.

The closing date is **5pm on Sunday 4<sup>th</sup> August 2024** and interviews will be held on **Friday 9<sup>th</sup> August 2024**.

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