



JOB PROFILE

Post Identification: **Volunteering and Community Engagement Manager**

Reports to: **Head of Fundraising and Engagement**

Job Purpose: The Volunteering and Community Engagement Manager is an exciting role that will help us realise the potential of volunteering in our growing charity and build on existing community relationships to increase our influence and reach across Surrey.

Principal Accountabilities:

- ◆ Be an effective manager, line managing our Volunteering and Community Engagement teams with passion, creativity and purpose.
- ◆ Working with local partner organisations, building relationships whilst exploring possible funding/joint working/event opportunities, and supporting the teams to make sure they are best placed to have the biggest impact for the people we enable and empower.
- ◆ Develop and maintain strategic community engagement relationships across the county, in collaboration with Senior Managers, including those with Local Area Committees (LAC)/Neighbourhood Area Committees, and with the Voluntary, Community and Social Enterprise sector infrastructure organisation in each area (for example, Voluntary Action Surrey East) as well as those working across the county including Surrey Community Action, Surrey Youth Focus, Surrey Minority Ethnic Forum, and Surrey Coalition of Disabled People.
- ◆ Organise and facilitate our Breaking Down Barriers Workshops, and other similar initiatives inspiring change and inclusion across Surrey.
- ◆ Drive forward our volunteering and engagement strategies—shaping policies, streamlining processes, and ensuring our work reflects best practice and legislation.
- ◆ Working with colleagues in other teams to create a culture where community engagement is at the heart of everything we do.
- ◆ Using innovation and creativity to design and deliver new projects focussed on community engagement, and maximising community participation for those we support.
- ◆ Promoting and demonstrating a strengths-based, asset based community development approach, to ensure the people we support have the opportunities to be involved in all aspects of our work and in the community.
- ◆ Ability to work flexibly according to the business need, which will include organising and attending community engagement events during the evening and at weekends.

Work Context:

This post is a key part of delivering the charity's vision and mission, ensuring everyone we support is able to live a life without barriers. We have a good track record of working with volunteers and currently have over 140 volunteers working with us in a variety of roles. To deliver our strategy, we need to increase our volunteer roles to support the work we do, maximise our impact, and to build relationships with other community organisations across Surrey. This role is countywide; therefore an ability to travel across the county independently is essential.

Sensory Services by Sight for Surrey constantly reassesses its priorities in line with a changing funding environment and the needs of the people we support, so this post holder will need to have a flexible approach. No one will be asked to carry out work for which they are not properly trained.

Skills and Qualifications:

- Direct experience of line managing a team of staff and providing team leadership
- Relevant experience in the management of a volunteering programme, or extensive experience of directly managing volunteers with the ability to step up into this role
- Knowledge and understanding of volunteering best practice, strategy and policy
- Demonstrable experience of community engagement projects, working directly with beneficiaries and in building relationships with partner organisations
- Planning and organisational skills, including ability to plan, prioritise and deliver a complex workload
- Strong presentation skills, sufficient to deliver engaging training to staff and volunteers
- Strong communication skills – verbal and written, and ability to relate well to people from all backgrounds
- Experience using Microsoft Office and confident in using a database
- Understanding of data protection requirements and confidentiality
- Able to champion the role and contribution of volunteers
- Ability to engage and influence colleagues

Competencies Required:

1. Strategic and Operational Management

Understand the five year Strategic Plan and objectives and how it contributes to our mission. Think ahead and develop, lead and grow a busy programme of recruitment and encouragement of volunteers to meet the needs of the charity. Develop innovative approaches to recruitment and service delivery and make recommendations and suggestions to senior managers.

2. Inspiration

Create new roles and tasks for volunteers working with colleagues across the charity. Increase the potential of the Engagement team as they build relationships across the county, and deliver projects working directly with the people we support. Develop imaginative and effective ways to raise our profile and reach new audiences. Value and motivate volunteers to help them provide quality services and support for the charity.

3. Making Things Happen

Plan resources effectively and manage any crises effectively within laid down policies. Demonstrate a consultative and informed approach to problem solving, using patience and understanding. Liaise with charity colleagues and senior managers, and externally with other groups.

4. Record keeping

The people we support are often vulnerable so it is essential that all volunteers have an appropriate Disclosure and Barring clearance, and that our records of all other relevant paperwork such as driving licence details and insurance is kept up to date and properly recorded.

5. Managing Change

The post holder must be open to new ways of working, adapt well to change and be able to feed back the impact of changes to volunteers, their team and to senior managers.

6. Personal Impact

Make a positive impression on people as a consequence of your personal style, abilities and credibility. Act with integrity and strive to develop the competencies required to meet organisational objectives and to adapt to changing and sometimes uncertain needs and circumstances.

7. Focus on the people we support

Volunteer led services are built around the needs of the people we support and the needs of the charity. The post holder must maintain good relations with people we support, seek their views on our services, and respond effectively to their comments to recommend improvements. Encourage volunteers to constantly reflect on service standards and how to deliver effectively. Ensure all marketing and communications reflects our charity and how we want to be positioned in the community.

8. Use of Information Technology

Must be familiar with Microsoft Office programmes and other relevant IT, and use it proactively and effectively to do the job.

Physical Requirements/Effort:

Ability to travel around the county, including at weekends and in the evening.

Working Environment:

Hybrid, with up to one day per week working from home. The rest of the week will be office based in the central Surrey area (currently Fetcham) and/or out and about in the community. Some evening and weekend work.

Organisation:

Organisation chart available at induction.

VERIFICATION:

Post Holder Signature:

Name in Capitals:

Date:

Line Manager Signature:

Name in Capitals:

Date: