



Recruitment Pack

Policy and Influence Development Worker

Manchester Community Central

St Thomas Centre
Ardwick Green
North Manchester
M12 6FZ

0161 834 9823
manchestercommunitycentral.org

If you need this information in alternative formats, please contact us at rabia@macc.org.uk or call us on **0161 834 9823**.

Manchester Community Central Ltd. is a charity registered in England and Wales no. 1145921 and a company limited by guarantee no. 7788593.
Registered office St Thomas Centre, Ardwick Green North, Ardwick, Manchester M12 6FZ.



Thank you for your interest in joining the team at Manchester Community Central.

Manchester Community Central is a charity, and put simply, our purpose is the city of Manchester. We work to inspire, enable and support the people of Manchester to get involved and build the communities where we live, work and grow. Manchester Community Central delivers a wide range of activities including:

- **Helping local charities, community groups and social enterprises** to be well-run, successful organisations with the resources they need to make a real difference
- **Supporting local people to be active citizens through volunteering** – matching local people with local organisations and causes through our Volunteer Centre
- **Building an influential and connected community through policy, insight and collaboration** – convening the spaces for groups and organisations to work together and share insights, building partnerships between charities, the local public sector and private businesses
- **Celebrating the work, talents, creativity and diversity of all our local communities** through our annual Spirit of Manchester programme, telling the story of the wealth of activity in local communities across the city

We believe every individual and community has unique skills, talents, knowledge and insights that are important. We also believe that our collective skills, knowledge and lived experience uniquely equip us to do the work we do. All of our work is informed by three key values:

- Being **supportive** – providing mutual support and encouraging one another
- Being **collaborative** – facilitating positive change in society by working with people
- Being **influential** – harnessing people's skills and building their confidence to shape and inform policy and practice



A Message from the Chief Executive

When people ask me what my job is, I often say that it's to make more good stuff happen in Manchester.

Manchester Community Central (usually known just as "Macc") has a unique position is at the heart of Manchester's voluntary, community and social enterprise sector, working alongside public bodies and local businesses. Our role is unlike any other organisation in Manchester and gives us a unique perspective on this city.

We support, encourage and celebrate the amazing work of our local voluntary, community, and social enterprise organisations (including the community work done by faith organisations across the city) – VCSE sector for short. We help new groups get started and provide guidance for existing ones to grow and improve. We help organisations find the funding and resources they need to succeed. We help local people be active in their communities through our Volunteer Centre and we advocate for the VCSE sector to make sure that our voices and insights feed into decisions that affect Greater Manchester.

Part of our role is to bring organisations together so they can collaborate and have a stronger voice when working with the City Council, the NHS, and other public services. We do much of this work collaboratively with our neighbours in other parts of Greater Manchester through our 10GM partnership.

We also run the St Thomas Centre, a meeting space which is also home to a number of local community organisations and a popular space for events, cross-sector working and collaboration.

We champion equity and inclusion, celebrating the diversity of our local communities at our annual Spirit of Manchester Awards. We encourage climate action and work with businesses to create positive impact through social value. Manchester Community Central aims to be an active, influential and inspiring voice in the life of our city.

I'm proud of what we do and the impact we help create in local communities. As we do that, we try to lead by example in being a good employer and a great place to work. It's important to us to provide a safe, welcoming and supportive environment for all our staff where you can develop your skills and knowledge whilst supporting our communities. We've shaped our offer to reflect the kind of workplace we're proud to be – you'll find all the details of what Manchester Community Central offers below.

Thanks for your interest in Manchester Community Central. We look forward to hearing from you.

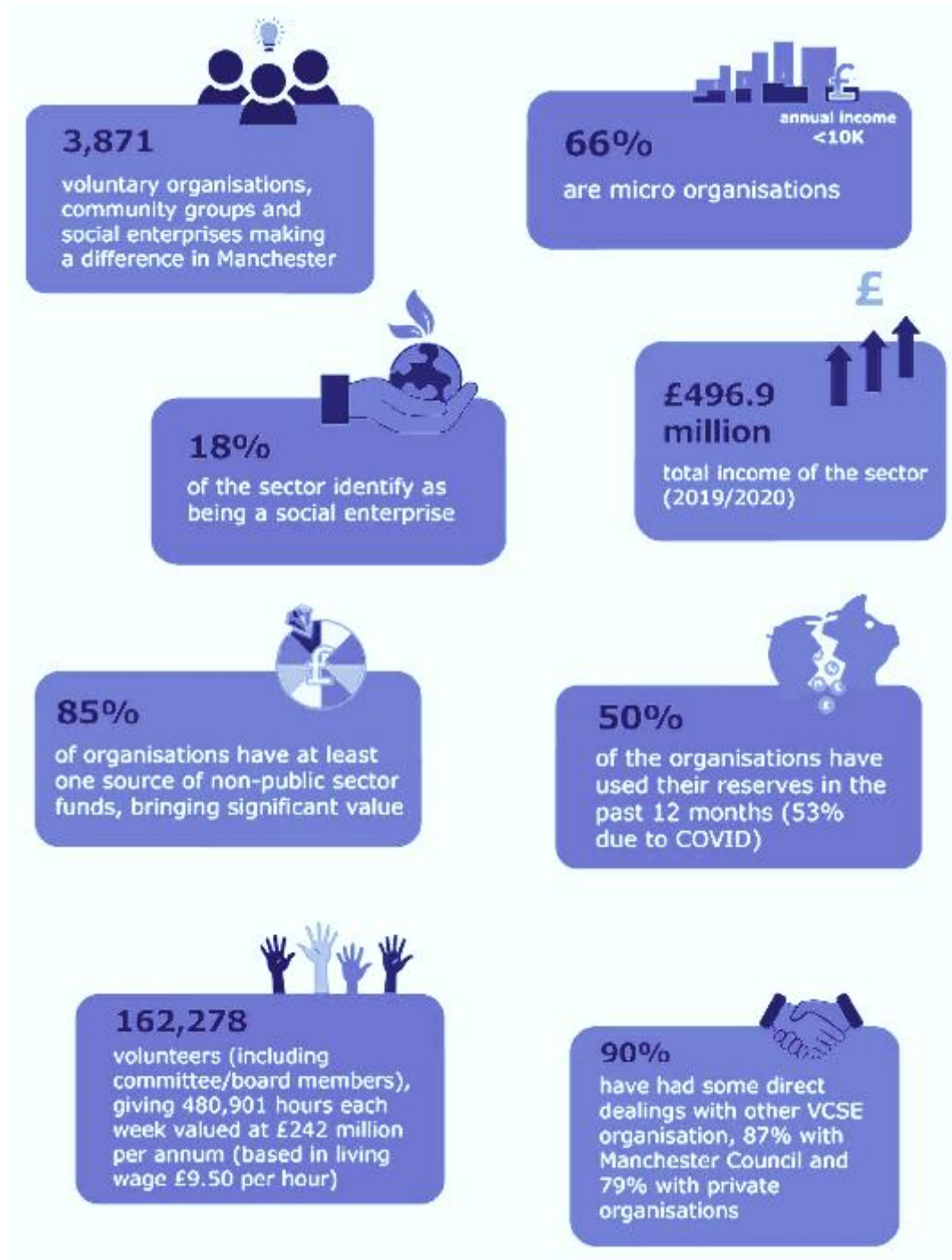


Best wishes,

Mike Wild
Chief Executive



Key Figures from the 2021 'State of the Sector Report'



Key facts from Manchester Community Central's **State of the Sector** research into the scale of the work done by charities, community groups and social enterprises across Manchester. This was part of a collaborative project with partners across Greater Manchester to show the contribution we make to the city region.



Some of Manchester Community Central's achievements of the last few years

568

charities and community groups given focused support to develop their organisation

Over **£2million**

additional funding brought into local VCSE organisations through Manchester Community Central support

Manchester Community Central's response to Covid19 included....

- Volunteer recruitment and support
 - Practical advice on running services safely, obtaining PPE, workforce wellbeing
 - Funding advice and distribution
 - Organising early provision of advice and support in community languages and prioritising culturally appropriate responses
 - Peer support for VCSE staff and volunteers
 - Organising vaccinations for frontline VCSE staff and volunteers
 - Representing & connecting with local regional and national bodies
- Kindness Stories campaigns celebrating local people supporting each other
- Monitoring and reporting the impacts on local communities and VCSE organisations

6,246

volunteers recruited

New Premises

In early 2025, Macc took over the running of the St Thomas Centre in Ardwick. Macc moved offices for the first time in our history!

13th annual
Spirit of Manchester Awards

held in October 2025

Over **5,000**

individual hardship grants distributed to local residents

Manchester Community Central Transformation Plan

- Updated Manchester Community Central Strategy
- Anti-racism strategy
- Climate action strategy
- New hybrid working approach
- Team restructure
- New staff support and accountability approach

Action through collaboration

- Supporting **Manchester Homelessness Partnership** and **GM Older People's Network**
- Working with Eric Wright Charitable Trust on grants for charities facing increased pressures in the **cost of living crisis**
- Partnership with CAHN and Comic Relief to give **grants to Black-led community groups**
- Bringing together VCSE organisations to support people arriving in Manchester from **Afghanistan, Ukraine and Palestine**.
- Building the **10GM partnership** with other Local Infrastructure Organisations in Greater Manchester
- Facilitating **peer support** between leaders in Manchester VCSE organisations

What the people we work with say about us

On support from Manchester Community Central

"Thank you so much for the great guidance and support in building [our group]!"

"The Health check is a fantastic opportunity for us all to learn and grow as an organisation so all the Board is really appreciative of the time and effort Manchester

"I have been to other Manchester Community Central training sessions. I found all of them very helpful and knew this one was going to be the same"

"You never cease to be amazingly helpful and supportive. It's been so good to know you're there, during what has been a tough few years."

"It is going well with the volunteers – there is no way we could have done this without you holding my hand. You have done a great job!"

"We've had some serious challenges – [the kinds of] Covid-generated crises familiar across the voluntary sector. Manchester Community Central has been a consistent source of practical help and I just wanted to let you know how incredibly valuable

On our role in the city

"Manchester Community Central's policy and influence bulletin is always the most insightful, and useful newsletter/update I receive"

"Plays a critical linking role between different sectors, organisations and individuals with roles to play in building a better society; builds understanding and encourages people to think differently about their work"

"Thanks for showing and demonstrating much needed leadership and for being there for our sector in unprecedented times."

On the Spirit of Manchester

"Our hearts are full after an amazing celebration of Manchester's community groups and charities. It's such a privilege to be part of this group of change makers."

"Thanks for lifting my spirits this evening, it's just been brilliant. Thanks again to everyone working across the voluntary sector"



About the Role

Salary:	£29,963
Hours:	35 hours per week. Flexi-time system with core hours 10am-3pm
Location:	St Thomas Centre but job offers some working from home flexibility
Contract:	Permanent (subject to funding)
Reporting to:	Policy and Influence Manager

Purpose of the Role

Manchester's Voluntary, Community and Social Enterprise (VCSE) sector is made of thousands of organisations and individuals who use their time, skills, creativity and energy to improve the quality of life in the city. They have knowledge, insight and ideas to offer which can help shape policy and decision making locally, regionally and nationally.

Manchester Community Central's Policy and Influence Team helps this happen by supporting a wide range of conversations and relationships at a strategic level on key areas of public policy including equalities, health and care, climate change, funding and commissioning and social value. The VCSE Policy and Influence Development Worker helps to create and deliver a programme of activities to enable the local VCSE sector to be a strong voice on significant issues.

Manchester Community Central's role is to work collaboratively with partners in the VCSE, public and private sectors to influence thinking, debate, planning and decisions, working strategically and with practical outcomes for local people always in mind.

Main Duties of the Role

These are subject to change throughout employment in response to changes in priorities and ways of working. Your line manager will work with you to turn these into annual objectives.

Being Supportive

- Be a point of contact for voluntary, community and social enterprise sector (VCSE) organisations who want to get involved and need support to find the steps they can take, e.g. the information they need, the right person to talk to or the right meeting to attend.
- Work with organisations in the VCSE sector to support them to build and develop effective relationships with each other and with public sector partners.
- Support and enable statutory organisations to understand the impact that the VCSE sector has on the health and welfare of the diverse communities of Manchester.
- Provide well-researched, concise and accessible briefings for local voluntary, community and social enterprise organisations on information and policy issues.
- Develop and deliver training, briefings, workshops, and information resources as required.
- Support local VCSE sector leaders representing the sector in a range of boards, partnerships and other structures, ensuring consistency of messages, positive relationships and accountability back to the wider VCSE sector.
- Work to broaden the diversity of people leading and advocating for the VCSE sector in Manchester supporting existing and aspiring leaders to develop the skills, relationships and knowledge they need to bring about systemic change both now and, in the future.
- Maintain records of key contacts, developments and activities and provide verbal and written reports on progress as required.



Being Collaborative

- Ensure that Manchester Community Central's policy and influence activities are consistent with and promote our core values and are informed by skills, knowledge and connections in individuals and communities, recognising and building on existing strengths and resources and working collectively to bring about positive change.
- Work with colleagues across Manchester Community Central to facilitate a range of spaces for VCSE leaders to connect and collaborate around shared themes such as equalities, health and care, climate change, community safety and tackling poverty.
- Connect with a range of other local, regional and national networks as required.
- Be known and visible to VCSE and public sector partners, developing and maintaining constructive working relationships and conversations with a wide range of colleagues.

Being Influential

- Encourage creativity and innovation in the delivery of services and support and promote person and community centred approaches, for example:
 - A focus on communities whose needs and aspirations are overlooked or unacknowledged by mainstream services – e.g. people with mental health needs, people with physical or learning disabilities
 - A focus on equalities and diversity
 - Working in ways which are informed by lived experience and insight
 - Person-centred and community-led approaches including peer support and self-care
 - Community development and asset-based approaches such as social prescribing
 - Social value
- Support with the development of an influencing strategy for Manchester Community Central and the local VCSE sector, identifying and addressing gaps and opportunities for engagement
- Work with key partners including Manchester City Council, Manchester Local Care Organisation and Manchester Foundation Trust to build relationships and develop new ways of working with VCSE organisations where the sector is involved, valued and resourced as equal partners.
- Constructively challenge people at all levels to ensure that the role of VCSE sector organisations and the wider community is understood and taken into account when making key decisions that have an impact on the welfare of Manchester residents.
- Support with recording and sharing stories through our digital platforms to celebrate the strengths of the sector as a call to action more people and organisations to get involved.

General Responsibilities of all Manchester Community Central Staff

- Uphold and promote the purpose, beliefs and values of Manchester Community Central, supporting others to do so and reaching out to build new relationships
- Be kind: work to be inclusive and treat people with dignity, respect and empathy
- Be accountable internally and externally for your work
- Work collaboratively as a member of the Manchester Community Central team, and to contribute to the development of ideas, thinking, policy and good practice within Manchester Community Central
- Share general responsibility for:
 - Manchester Community Central's communications newsletters, bulletins, social media and online resources
 - Manchester Community Central's contact & casework database
 - Reporting and being accountable for Manchester Community Central's impact



- Supporting meetings, events and training opportunities
 - Manchester Community Central's annual Spirit of Manchester programme celebrating the local voluntary, community and social enterprise sector's work in the city
 - Responding to enquiries and administration
- Contribute to income generation and general fundraising, including providing charged-for services where required
- Always be willing to learn and to undertake training when required.
- Work in accordance with key policies to ensure Manchester Community Central exemplifies good practice as a VCSE organisation
 - Value diversity and be inclusive in line with Manchester Community Central's Equality, Diversity and Inclusion statement, anti-racism policy and other relevant policies.
 - Stay safe and well, being responsible for your own health & safety and that of colleagues, in accordance with Manchester Community Central's policies on Health and Safety, Safeguarding and Staff Welfare
 - Protect the integrity of our information and systems, being mindful of Manchester Community Central policies on Data Protection, Cybersecurity and Open Data



Who we're looking for

We're looking for someone who's organised, reliable and genuinely good at working with others. This role sits within a small team, often juggling several projects at once, so you'll need to be confident managing your own workload, meeting deadlines under pressure, and keeping track of how activities are progressing against what they're meant to achieve.

Collaboration is central to this role. You'll be working with a wide range of partners — sometimes leading, sometimes supporting — and you'll need the ability to bring people's different skills and ideas together in creative ways. Facilitation skills are important and the ability to engage people, hold a room and inspire others to get involved. Whether that's a one-to-one conversation or a group session, you'll need to understand how to enable people to participate fully, particularly people whose voices aren't always heard in formal settings.

Building relationships is a core part of the job. We're looking for someone with a genuine ability to build trust across different social and cultural backgrounds - whether that comes from direct experience working with communities of place, identity or interest, or from lived experience and a strong instinct for this kind of relationship-building.

We're less interested in how many years you've spent doing policy work and more interested in whether you've got a good head for it — someone who can spot an emerging issue, understand why it matters, and think clearly about what response it needs. If you've got that instinct, we can help you build your knowledge. Some understanding of the VCSE sector will help, particularly the everyday challenges and opportunities it faces, but this role is genuinely open to people without a long track record in policy work.

Communication: you'll need to write and present complex information clearly and engagingly, and to do so with diplomacy and tact across a range of audiences — from grassroots groups to more formal partnership settings. Being able to challenge constructively, when it's needed, matters as much as being a good listener.

An understanding of community development principles and person-centred approaches will help, alongside some awareness of social policy and the inequalities - though we're as interested in your ability to learn this as in what you already know. Above all, we're looking for someone with a real commitment to inclusion, who will actively champion marginalised and seldom-heard voices.

You'll need good general IT skills and a real willingness to keep learning and developing. You'll also need to be willing to work flexibly, including occasional evenings or weekends — time off in lieu will be given. You'll need to be willing and able to travel around Manchester though driving ability is not essential as we encourage use of public transport and active travel.



What Manchester Community Central offers

At Manchester Community Central, we are committed to being an inclusive and supportive employer. We believe in creating a workplace where everyone can thrive, and we offer:

- **Flexible working:** We value flexible working and offer options such as adjusted working hours, hybrid or home working. We have office space at our St Thomas Centre base in Ardwick but our approach balances personal choice, building teamwork and the needs of the people we work with.
- **Wellbeing support:** Our dedicated Health and Wellbeing team works to create a culture that supports everyone's health and wellbeing at Manchester Community Central. This includes access to confidential, in-house mental health first aiders and regular team social activities. We also offer 'Re-energise Afternoons' – monthly sessions where staff can take time away from work to rest and recharge.
- **Carers support:** We are committed to supporting carers in the workplace, and we offer five days paid carers' leave per year for those with ongoing caring responsibilities, along with other support.
- **Menstrual Health and Menopause friendly workplace:** We are proud to be Menstruation and Menopause Friendly employers, providing a range of support to help staff to manage symptoms, as well as educating employees on these topics.
- **Professional development:** Personal Development Plans (PDPs) and dedicated budgets for external training and growth.
- **Volunteering leave:** Staff are entitled to up to 2 days per year (pro rata) with pay to engage in voluntary activities.
- **Active travel incentives:** Support for public transport season tickets, a Cycle to Work scheme, and travel expenses for cyclists.

These benefits reflect our commitment to supporting staff while working together to strengthen Manchester's communities.

If you have specific needs or requests (e.g. related to accessibility, caregiving, flexible working, or something else), we encourage you to let us know during the application process.



Macc Business Connect event at St Thomas Centre, October 2025

Equity and Inclusion

Manchester Community Central is passionate about ensuring that everyone has a fair chance and that they are treated equally.

We are aware of the underrepresentation of certain groups and communities in our sector. These include but are not limited to, people from racialised or minoritised backgrounds, people with disabilities, LGBTQIA+, people who are neurodivergent, and those from working-class backgrounds. We want to change this and commit to playing our part in eradicating inequalities in both what we do and the way we do it.

Manchester Community Central is an inclusive employer committed to building a diverse, effective workforce which reflects our local communities. We work hard to create a supportive, accessible working environment. We celebrate difference, and welcome applications from a wide range of backgrounds, skills and abilities, recognising value in different perspectives.

Our inclusion commitments:



How to apply

If you're excited by this role and believe you can bring to it the skills and passion we're looking for, we'd love to hear from you! Here's how our recruitment process works:

1: Application Form

Attached with this pack is a short application form in which we ask you for some basic details and a few questions about your skills, knowledge and relevant experience. There is also an equalities monitoring form with simple questions and a privacy statement which we ask you to confirm you have read. Once you've completed the form, please email it to: rabia@macc.org.uk We acknowledge all applications by e-mail (or post if email is not available) within 2 working days of receipt. If you don't receive an acknowledgement, please contact us as soon as possible: if you haven't heard from us, we may not have received your application.

2: Rolling Recruitment

We are currently recruiting for these roles through a rolling recruitment process. This means that instead of a single closing date, we're reviewing applications in rounds as they come in.

Applications received by **14th October 2026** will be reviewed together as our first round. If we don't appoint from that round, we'll keep the vacancy open and review further applications every **10 working days** thereafter.

All applications are assessed against the same criteria, so you're always compared fairly against what we're looking for - applying a bit later doesn't put you at a disadvantage. The vacancy will close as soon as we appoint someone, which could happen before every round has taken place. If that happens while your application is still waiting to be reviewed, we'll let you know as soon as we can.

Our advice is if you're interested, don't wait — apply as soon as you're ready.

3: Interviews

We will review all the applications we receive and may choose to hold a short informal conversation with shortlisted candidates. This is held online and helps us make the final decision about who to invite for a formal in-person interview.

Formal interviews are held at our offices at **St Thomas Centre in Ardwick**. The interviews gives us a chance to explore your application in more detail – and also for you to ask us questions about the role and our organisation. We may ask you to prepare a task in advance if that's appropriate for the role.

If you are invited to interview, we'll give you a copy of the questions when you arrive so you can have a few minutes to prepare your thoughts. After the interview we also give you an opportunity to share any feedback – or make a note of anything you forgot to mention.

Key Dates

- First-round application deadline: **12 pm midday Tuesday 14th October 2026**
- First-round interviews: **Friday 12th November 2026**

Please note that the vacancy will remain open after the first round as part of our rolling recruitment process, with further applications reviewed every 10 working days.



Need help or more information?

If you have any questions about the application process or to clarify any information in this Recruitment Pack, please email rabia@macc.org.uk

While we can't help you complete the application form, we recommend visiting the GM Recruitment Hub page '[Tips for Applying for a Job in the VCSE Sector](https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/)'. It includes helpful advice and resources to guide and inspire you as you write your application. You can find it by clicking the link or entering this web address into your internet browser:

<https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/>

Accessibility:

If you need this information in alternative formats or have suggestions to improve our recruitment process, please contact: rabia@macc.org.uk or phone **0161 834 9823**



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Manchester Community Central Manchester



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VolunteerCentreManchester



www.manchestercommunitycentral.org



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Tel: 0161 834 9823

Over **25,000**
followers on our
social media
channels

Over **6,000**
people signed
up for our
weekly news
bulletin



Manchester Community Central is a founding partner of 10GM, a joint venture to support the local VCSE sector in Greater Manchester



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