Manchester Community Central

Voluntary, community and social enterprise sector

# Recruitment Pack

## Policy and Influence Manager

**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.

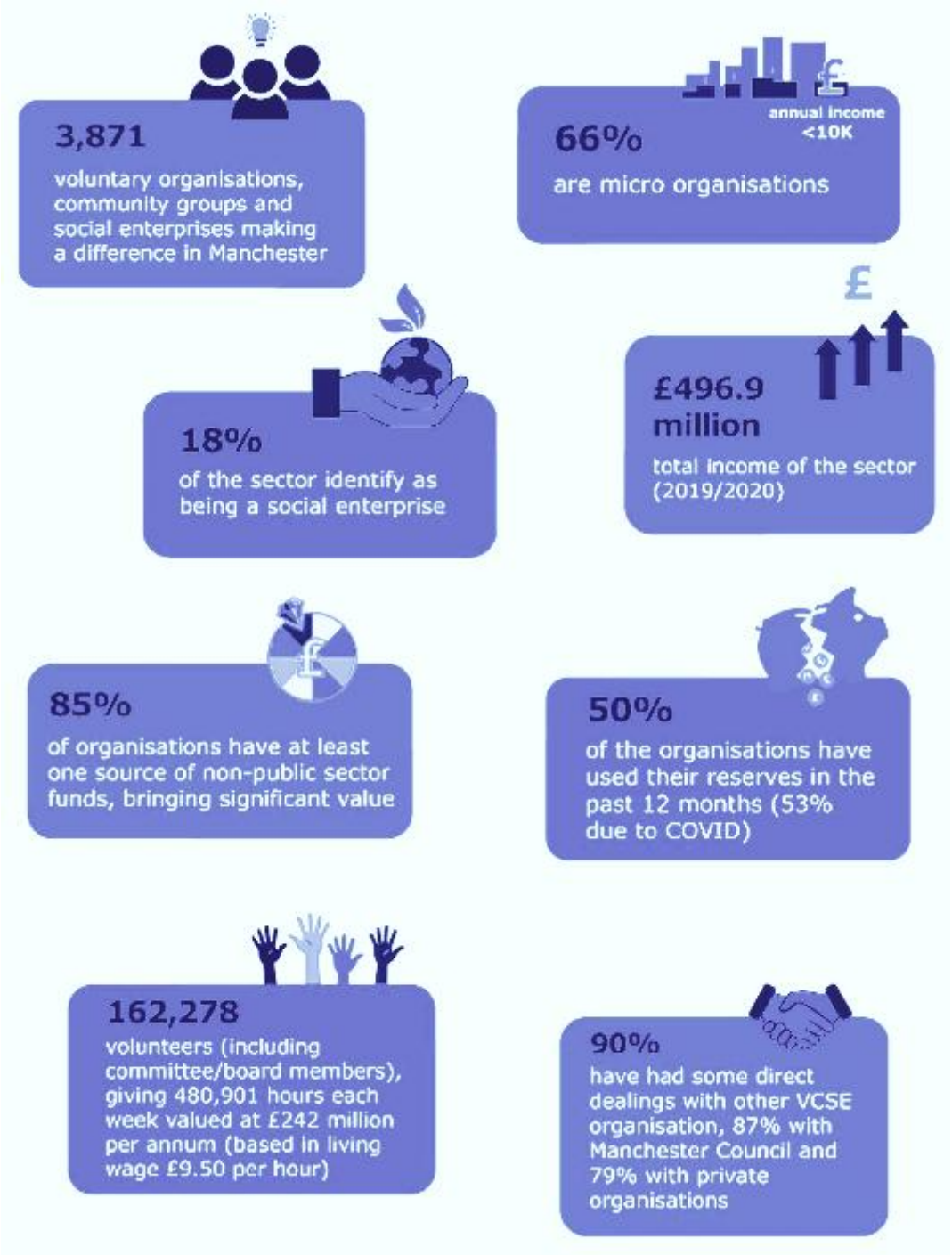
I'm proud of what we do and the impact we help create in local communities. As we do that, we try to lead by example in being a good employer and a great place to work. It's important to us to provide a safe, welcoming and supportive environment for all our staff where you can develop your skills and 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.

(New report launching in November 2026!)

# 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

**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

**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!

**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

13th annual
**Spirit of Manchester Awards**
held in October 2025

Over **5,000**
individual hardship grants distributed to local residents

## 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:** £38,945
**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
**Reporting to:** Chief Executive

**Purpose of the Role**

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

Manchester Community Central's Policy and Influence Manager leads the Policy and Influence Team. This team supports the local VCSE sector to be a strong voice on significant issues. They facilitate a wide range of conversations and relationships at a strategic level, working collaboratively across a range of public policy priorities. The Policy and Influence Manager leads within Macc on identifying these annual priorities in collaboration with the Board of Trustees, the Chief Executive and the wider staff team. Current public policy priorities include tackling inequalities, poverty, health and wellbeing, children and families, equity and inclusion, climate action, social value and building a more inclusive economy.

Macc's policy and influence work is delivered in three ways:

- Knowledge gathering and sharing – collating and circulating information about policy developments affecting Manchester.
- Convening the sector – bringing together VCSE voices and enable organisations to network, connect & problem solve.
- Representing & Influencing – supporting local VCSE leaders to be representatives of the wider sector on boards, committees and partnerships and to remain accountable and connected via Macc.

The Policy and Influence Manager also builds the team's effectiveness through collaboration between colleagues and in identifying areas for learning, growth and personal development.

**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**

- Line manage the Policy and Influence Team staff (and any volunteers, interns, apprentices or work experience placements hosted in the Policy and Influence Team) and support them with their individual workplans, encouraging their creativity, developing their skills and knowledge.
- Ensure records of key contacts, developments and activities are maintained and that updates are presented to the Chief Executive for inclusion in quarterly and annual reports and monitoring for funders.
- Maintain a broad overview of the local, regional and national context for the VCSE sector, ensuring that Macc provides insightful, timely briefings and updates. This supports the sector in staying informed, understanding ongoing developments and effectively contributing or responding to changes within the evolving landscape.

- Ensure support for 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.
- Lead on broadening the diversity of voices and constructive perspectives leading and advocating for the VCSE sector in Manchester, as well as supporting existing and aspiring leaders to develop the skills, relationships, knowledge and confidence they need to bring about systemic change both now and, in the future.
- Support the team to deliver insightful and engaging content for the Macc's communications and information channels (including the Manchester Community Central website, videos, blogs, contributions to ebulletins, newsletters and social media), ensuring reach and engagement are evaluated regularly.

**Being Collaborative**

- Ensure that Macc's policy and influence activities are consistent with and promote Macc's values, building on existing strengths and resources and working collaboratively to address gaps and bring about positive change.
- Ensure that Macc hosts a range of spaces, regular events and meetings throughout the year, providing opportunities for the VCSE sector – including established, new and emerging leaders – to network, connect and collaborate around shared public policy priorities. These initiatives should reflect themes and areas of interest relevant to the sector's needs, enabling the sector to engage with and learn from each other, as well as with statutory colleagues and decision-makers.
- Ensure Macc supports and connects with a range of local, regional and national networks.
- Support the team to work collaboratively and develop and deliver its programme of activities, ensuring that targets and associated deadlines are met, and a high standard of service is maintained.

**Being Influential**

- Act as a trusted point of contact for public sector bodies seeking support in identifying suitable VCSE representatives for partnership structures.
- Serve as the go-to person for advice on effective pathways to engage, consult and collaborate with the sector as an equal strategic partner, cultivating trust and strong relationships.
- Lead the development of key policy messages shaped by the local VCSE sector.
- Lead the development of an influencing strategy for Macc and the local VCSE sector, identifying and addressing gaps and opportunities for engagement.

**Management Team**

- Ensure that activities are delivered on time, on budget and in accordance with plans.
- Ensure that systems, practices and working cultures operate across all Macc teams and are informed by learning from all parts of the organisation.

**General Responsibilities of all Manchester Community Central Staff**

- Uphold and promote the purpose, beliefs and values of Macc, 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 Macc team, and to contribute to the development of ideas, thinking, policy and good practice within Macc

- Share general responsibility for:
    - Macc's communications newsletters, bulletins, social media and online resources
    - Macc's contact & casework database
    - Reporting and being accountable for Macc's impact
    - Supporting meetings, events and training opportunities
    - Macc'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 Macc exemplifies good practice as a VCSE organisation
    - Value diversity and be inclusive in line with Macc'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 Macc's policies on Health and Safety, Safeguarding and Staff Welfare
    - Protect the integrity of our information and systems, being mindful of Macc policies on Data Protection, Cybersecurity and Open Data

## Who we're looking for

We're looking for someone who understands the voluntary, community and social enterprise sector from the inside — its strengths, its frustrations, and its potential to shape the decisions that affect communities in Manchester. You'll need experience of working in or alongside VCSE organisations, with a genuine understanding of the challenges they face and the difference they make.

The fundamental aim of this role is building the conditions in which the sector's voices become stronger, more diverse and more influential. What matters most is your ability to read a complex environment, identify where influence is possible and support others to act on it.

The starting point for this is being a manager: leading a team of staff who take forward key agendas and projects. This is a small team with a big agenda and lots of potential areas to explore. You'll need experience of supporting and developing people, maintaining priorities within the team's workload and fostering a collaborative team culture.

Strong strategic thinking is essential. You'll be leading Macc's work across a wide range of policy priorities — from poverty and family support to climate action and the inclusive economy — and you'll need to translate big-picture priorities into practical, well-timed activity without losing focus across the breadth of it.

This is a role built on relationships. You'll be a trusted point of contact for public bodies seeking VCSE perspectives, a connector for sector leaders navigating partnerships and decision-making structures, and a credible voice at strategic tables. Building and maintaining those relationships — with honesty, diplomacy and consistency — will be central to how you work. You'll need to feel as comfortable in a room with senior public sector officers as you do supporting a grassroots community leader finding their feet in a formal setting.

Broadening who gets heard matters as much as amplifying existing voices. We're looking for someone with a real commitment to inclusion that shapes how you work every day — actively seeking out perspectives that don't fit neatly into existing structures and creating the conditions for diverse leaders to develop confidence, skills and influence.

The organisations you'll work with are, when they engage with Macc's policy and influence agenda, stepping away from their day-to-day work to look longer and broader. That's a real investment of time and energy, and often a stretch. Part of your job is making sure that investment feels worthwhile — that conversations are purposeful, connections are genuine, and people leave with something they couldn't have got on their own.

This role will suit someone who takes the long view — energised by connecting ideas and people across agendas in ways that shift how systems work.

You'll need to be willing and able to travel around Manchester and attend some meetings and events outside standard office hours — 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:

| | | | |
|---|---|---|---|
| SUPPORTER COMMITTED TO GOOD EMPLOYMENT IN GREATER MANCHESTER | We are a Living Wage Employer | End Salary History | Open To All |
| We're an Age-friendly Employer | MENOPAUSE & MENSTRUAL FRIENDLY WORKPLACE | disability confident COMMITTED | |
| Mental Health First Aider MHFA England | I ♡ Fair Tax | We're Supporting Cancer Screening in Greater Manchester! Bee Seen Get Screened | |

# 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**

As this is our second round of recruitment for this position, we will be running a **"rolling recruitment"** process. This means that instead of a single closing date, we will review applications in rounds as they come in.

Applications received by **12:00 PM (midday) on Monday, 9 November 2026**, will be reviewed together, with interviews planned for **Monday, 30 November 2026**.

If we do not appoint a suitable candidate from this round, the vacancy will remain open, and we will continue to review applications every 10 working days until an appointment is made.

All applications are assessed against the same criteria, so everyone is considered fairly against the requirements of the role. Applying later does not put you at a disadvantage.

The vacancy will close as soon as we appoint someone, which could happen before all recruitment rounds have taken place. If this happens while your application is still awaiting review, we will let you know as soon as possible.

Our advice is simple: 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.

In-person interviews are usually 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**

- **Second-round application deadline: 12 pm (midday), Monday 9th November 2026**
- **Second-round interviews: Monday 30th November 2026**

**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'. 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

McrCommCentral
VolunteerCentreManchester

www.manchestercommunitycentral.org

Manchester Community Central,
St Thomas Centre, Ardwick Green North,
Manchester, M12 6FZ
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**

**Manchester Community Central is a Charity Registered in England and Wales No 1145921 and a Company Limited by Guarantee No. 7788593.**