

Position: Volunteering Development Worker

Salary: £28,382.64 per annum

Hours: 35 hours per week (flexi-time system).

Location: Based in Manchester City Centre but with some remote working

Contract: Permanent (subject to funding and business need)

Reporting to: Volunteering and Active Communities Manager

Working at Macc

Our culture

Macc's Purpose

To encourage and support voluntary and community groups, charities, social enterprises and local people to make a difference on issues that matter to them, to our communities and to our city, Manchester.

Our Beliefs

- Every individual and community has unique skills, talents, knowledge and insights that are important.
- Diversity is a strength: our collective skills, knowledge and lived experience uniquely equip us to do the work we do.
- Our people are central: we appreciate all that our people make possible and are committed to supporting them to continue to develop.

We value

Being Supportive: increasing mutual support and inclusive opportunities, helping to create more impact.

Being Influential: leading by doing and enabling ourselves and others to make a difference on issues of inequality, poverty, environment and social justice.

Being Collaborative: joining others in a common purpose of improving our city for all communities, sharing the work, the challenges and the ambitions.

Purpose of the Role

To support the delivery and ongoing development of a quality and responsive volunteering brokerage service for people that live, work or study in the City of Manchester; by working closely with volunteer-involving organisations and groups to identify and develop new volunteering opportunities; and to provide a range of services in support of developing good practice in volunteer involvement. This role will lead on the active communities' objective to support a growing range of opportunities for local people to be active citizens in their communities.

The role involves supporting to deliver activities that are based on or enhance Macc's Volunteer Centre Quality accreditation status (VCQA), and the 5 core functions of a

volunteer centre: Strategic Development of Volunteering, Good Practice Development, Developing Volunteering Opportunities, Voice of Volunteering and Brokerage.

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

- Providing information, advice and guidance that offers supportive pathways into volunteering and other relevant programmes and initiatives that are of benefit and value (e.g. education, employment and training).
- Engage people that access the volunteer centre, projects and services as stakeholders in reviewing satisfaction and developing services.
- Contributing to bid writing and fundraising activities to support income generation and sustainability of projects and services; and similar in pursuit of achieving awards and accreditation (e.g. Volunteer Centre Quality Accreditation).
- Contribute to maintaining Macc's database of volunteers and records of opportunities advertised.

Being Collaborative

- Work with volunteer-involving organisations to help them identify 'new' and creative approaches to developing volunteering opportunities and volunteer-based projects; that respond to needs and areas for development, and build capacity.
- Maintain and seek new opportunities for relationships with key agencies across Manchester (and further afield) and develop suitable partnerships with partner and provider organisations; to promote and raise the profile of the volunteer centre and other projects, deliver information sessions and training, and engage them as stakeholders in review and development.
- Support with volunteer co-ordinators forum to increase networking and collaboration and provide peer to peer support and development.

Being Influential

- Organising and delivering presentations and workshops to facilitate volunteering brokerage and share information about the volunteer centre and other projects and services (e.g. annual Volunteering and Social Justice Fair).
- Organising or participating in relevant events, meetings and networks to raise the profile of volunteering projects, and support people in the profession of volunteer management.
- Providing information, advice and guidance to volunteer-involving organisations to help them develop and uphold good practice; policies, procedures and processes in their work with volunteers, and where appropriate referring to Macc's Support for Groups and other teams within the organisation.
- Work with the membership team on marketing and promotion activities for the volunteer centre; developing materials that are engaging and accessible, devising and composing content and campaigns for sharing via e-mail, social media and other methods that is consistent and in line with Macc's branding and reputation.

- Support the organising of Volunteers week and engaging in outreach activities to promote the programme to support Manchester's national celebration to recognise and reward volunteers for their hard work and participation in improving society.
- Support with recognising and encouraging the community led mutual aid groups and informal volunteering in order to offer them support and encourage people to get involved with them.
- Support with promoting a widening view of volunteering through providing information about opportunities to get involved in civic roles such as school governors, Magistrates, Older peoples network, Health Watch, community sponsorship, trustees to encourage citizens to get involved.
- Support Macc's approach to employer supported volunteering to improve the quantity, quality and diversity of opportunities for people to give their time and skills through their employer.
- Support with recording and sharing stories through our digital platforms to celebrate the strengths of the sector as a call to action more volunteers to get involved.

General Responsibilities of all Macc 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