



# Recruitment Pack

## Volunteering Development Worker

Macc

St Thomas Centre

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Macc is a Charity Registered in England and Wales No 1145921 and a Company Limited by Guarantee No. 7788593

# Thank you for your interest in joining the team at Macc.

Macc 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. Macc 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 city's Voluntary and Community Sector Assembly, 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. Macc's position is at the heart of Manchester's voluntary, community and social enterprise sector, working alongside public bodies and local businesses. This gives us a unique perspective on this city and a role unlike any other organisation.

We support, encourage and celebrate the good and useful and amazing work of our local voluntary, community, and social enterprise sector – VCSE sector for short. We help set up new groups, develop existing organisations, find funding and resources, and encourage, support and - sometimes - challenge our sector. We help local people be active in their communities. We run Volunteer Centre Manchester, we bring organisations together to collaborate and influence the City Council, the NHS, often working with colleagues across Greater Manchester. Macc aims to be an active, influential and inspiring voice in the city.

I'm proud of the work we do and the impact we have on our local community. And as we do all that work, 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 as well as supporting our communities.

- We operate through flexible working and home working: we have office space in the city centre but our approach balances personal choice, building teamwork and the needs of the people and groups we work with.
- All staff have Personal Development Plans and a budget to cover the costs of external training and/or personal development activities.
- Our Staff Health and Wellbeing Group: leads on ensuring we have a culture which supports the health and wellbeing of everyone at Macc. This includes “re-energise afternoons” taking time out to recharge and refresh; Mental Aid First Aid confidential support for staff who are struggling and a range of social and team activities throughout the year.
- Volunteering leave: staff are entitled to up to 2 days per year (pro rata), with pay, to engage in voluntary work - just as we ask other businesses to do.
- We encourage active travel and have incentives such as a support in buying public transport season tickets, a Cycle to Work scheme and travel expenses for cyclists.
- We have been an accredited Real Living Wage employer since 2013.



Thanks for your interest in Macc and we look forward to hearing from you....

Best wishes

Mike Wild, Chief Executive



**3,871**

voluntary organisations, community groups and social enterprises making a difference in Manchester



annual income <10K

**66%**

are micro organisations



**18%**

of the sector identify as being a social enterprise

£



**£496.9 million**

total income of the sector (2019/2020)



**85%**

of organisations have at least one source of non-public sector funds, bringing significant value



**50%**

of the organisations have used their reserves in the past 12 months (53% due to COVID)



**162,278**

volunteers (including committee/board members), giving 480,901 hours each week valued at £242 million per annum (based in living wage £9.50 per hour)



**90%**

have had some direct dealings with other VCSE organisation, 87% with Manchester Council and 79% with private organisations

Key facts from Macc'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 Macc'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 Macc support

### Macc'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

- Bringing together VCSE organisations to support people arriving in Manchester from **Afghanistan** and **Ukraine**.
- 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**
- 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

Published reports:

- **State of the Manchester VCSE Sector 2021**
- **No Going Back** – voices of local organisations on the impact of the pandemic and hopes for the future

### Macc Transformation Plan

- New Macc Strategy
- Anti-racism strategy
- Climate action strategy
- New hybrid working approach
- Team restructure
- New staff support and accountability approach

12<sup>th</sup> annual **Spirit of Manchester Awards** held in October 2024

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

# What the people we work with say about us

## On support from Macc

**“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 Macc have put in to it.”**

**“I have been to other Macc training sessions. I found all of them very helpful and knew this one was going to be the same”**

**“Made me more confident in the role”**

**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. Macc has been a consistent source of practical help and I just wanted to let you know how incredibly valuable Macc’s support has been. Thank you all!”**

**“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.”**

## On our role in the city

**“Macc'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. Congratulations and huge thank you to all involved.”**

**“Thanks for lifting my spirits this evening, it’s just been brilliant. Thanks again to everyone working across the voluntary sector”**

# About the Role

<b>Position:</b>	Volunteering Development Worker
<b>Salary:</b>	£28,382.64 per annum
<b>Hours:</b>	35 hours per week
<b>Location:</b>	Based in the Macc office in Manchester City Centre but with some remote working
<b>Contract:</b>	Permanent (subject to funding and business need)
<b>Reporting to:</b>	Volunteering and Active Communities Manager

## 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.



## Being Influential

- Encourage creativity and innovation in the delivery of services and support and promote person and community centred approaches, for example:
- Support with the development of an influencing strategy for Macc 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 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
  - o Macc's communications newsletters, bulletins, social media and online resources
  - o Macc's contact & casework database
  - o Reporting and being accountable for Macc's impact
  - o Supporting meetings, events and training opportunities
  - o Ensuring Macc's facilities and the spaces we convene are inclusive and accessible
  - o Macc's annual Spirit of Manchester programme celebrating the local voluntary, community and social enterprise sector's work in the city
  - o Responding to enquiries and administration
  - o Contribute to income generation and general fundraising, including providing charged-for services where required.
  - o Always be learning and be willing to undertake training when required.
  - o Work in accordance with key policies to ensure Macc exemplifies good practice as a VCSE organisation
  - o Value diversity and be inclusive in line with Macc's Equal Opportunities statement and other relevant policies.
  - o 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.
- o Protect the integrity of our information and systems, being mindful of Macc policies on Data Protection, Cybersecurity and Open Data.
- o Practical and administrative tasks are needed

## Who we're looking for

We are seeking a proactive and passionate individual who is dedicated to working collaboratively with partners across the voluntary, community and social enterprise (VCSE), public and private sectors. This role is designed for someone who:

- Communicates confidently and effectively with diverse stakeholders, including volunteers, organisations, and community groups.
- Brings experience in managing or coordinating volunteer programs and developing innovative opportunities.
- Is proficient in IT systems and digital tools, including social media platforms, to promote and support volunteering activities.
- Has knowledge of policies and best practices in volunteer management, including safeguarding and equality, diversity, and inclusion (EDI).
- Thrives in a fast-paced environment, juggling multiple priorities while maintaining a commitment to quality and inclusivity.
- Demonstrates empathy, creativity, and a proactive approach to problem-solving.
- Values collaboration and brings an understanding of volunteering trends and opportunities in Manchester's VCSE sector.
- Is committed to Macc's values and passionate about making a difference in the community.

## Key Attributes

- **Strong Communication Skills**
  - Ability to communicate effectively with diverse stakeholders, including volunteers, organisations, and community groups.
  - Excellent verbal and written skills to deliver presentations, workshops, and engaging digital content.
- **Organisational Skills**
  - Proficiency in managing multiple priorities, deadlines, and complex projects in a dynamic environment.
- **Relationship Building**
  - Empathy and interpersonal skills to build trust with volunteers and organisations, ensuring a collaborative and inclusive approach.
- **Innovation and Creativity**
  - Ability to develop new and engaging volunteering opportunities, campaigns, and outreach activities.
- **Technical Proficiency**
  - Familiarity with IT systems, social media platforms, and digital tools for promoting volunteering and managing communication.
- **Problem-Solving Skills**
  - Analytical mindset to address challenges, identify gaps, and implement practical, community-focused solutions.
- **Knowledge of Volunteering Trends and Best Practices**
  - Understanding of volunteering policies, safeguarding, EDI, and emerging trends in the VCSE sector.
- **Commitment to Values**
  - Alignment with Macc's values of being supportive, influential, and collaborative, and a passion for community development.
- **Adaptability**
  - Flexibility to adapt to the changing needs of volunteers, organisations, and the community.
- **Team Player with Initiative**
  - Capability to work independently while contributing effectively to a team environment.

You 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' (such as walking or cycling).

## How to apply

If you believe you can fulfil the role summary, we'd love to hear from you!

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 GDPR statement which we ask you to confirm you have read. Applications can be emailed to [pauline@macc.org.uk](mailto:pauline@macc.org.uk)

The closing date is 12 noon on 14 April 2025

Dates for interviews are to be confirmed – 28 April, 2025 all day.

For an informal conversation regarding this post, please contact Pauline Clark before submitting your application. Email: [pauline@macc.org.uk](mailto:pauline@macc.org.uk) or telephone 0161 834 9823.

Macc 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, disabled people, LGBTQIA+ 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.

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

If you require access to these documents in alternative formats, or if you have comments that would support us to improve access to our application processes more generally, please do contact us via email [pauline@macc.org.uk](mailto:pauline@macc.org.uk) or telephone us on 0161 834 9823.



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



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