

**UK Year of Service – Volunteering Matters****Job Title: Project Officer – Lifelines Brighton**

**Locations:** Home based within the Brighton and Hove area. The postholder will require good internet access to enable remote working, and a suitable home office space. I.T. equipment and infrastructure will be supplied.

**To apply for this role, please email a cover letter and CV to [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) addressed to Ann-Marie, Delivery Leader – East London and South of England. In addition, please also register your details via the NCS website <https://wearencs.com/uk-year-of-service>.**

**Role Purpose**

To enable Volunteering Matters to meet its objectives and strategic priorities in volunteering opportunities in the UK and supporting the Brighton & Hove Lifelines project.

Life Lines host volunteer-led activities for older people in community venues across the city, we focus on social connections, health and wellbeing and having fun. Our volunteers run groups and activities where people get together to chat or to do or make things.

Life Lines project is based in Brighton & Hove. The workplace can be flexible across the county, at the office location (BN1 3XG) or working from home. The project has two full time staff members and a part time worker that will support the candidate. Hours would be up to 25 hours pw. Usual working hours are between 9am – 5pm, Monday to Friday and can be worked flexibly.

How does a Life Lines volunteer help a person in need?

As part of Lifelines we run the HealthLink project, where volunteers accompany older people to health appointments such as GP, hospital and dentists. They can transport someone there, wait during the appointment, and then return them home.

**Key Duties Responsibilities**

- Work closely with the Lifelines project staff, Social Care Teams and local support and health agencies.
- Ensure office records, paperwork and data is gathered, recorded, are accessible and accurately monitored, in line with GDPR requirements.
- Maintain a suitable support structure for the volunteers, including 1:1 and group sessions, sending invites, and managing attendance registers.
- Playing a part to establish and maintain effective working relationships with partners. Assist with quarterly monitoring and evaluating outcomes as required by the local authority and impact tracking within Volunteering Matters.
- Working with colleagues across the region & the organisation to develop the quality & practice across LifeLines and other projects.



- Tasks would include assisting with recruitment of volunteers, application selection, arranging interviews, help staff to conduct interviews, apply for volunteer DBS and references. Arranging training, sending out invites and reminders. Assist project staff with the delivery volunteer training by on line learning modules. Organising volunteer supervision sessions or meetings.
- Managing volunteer files ensuring all personal information is up to date and correct and complies with GDPR. Liaising with volunteers to confirm their availability.
- Promoting and representing Volunteering Matters locally on site or across Brighton & Hove to interested Local Authority staff groups, new volunteers or public where appropriate.
- Administration using word processing and database software, including record keeping. Assisting in the financial management of projects, including in the preparation of invoices and the management of volunteer expenses.
- Managing and updating staff calendars, sending invites to team meetings, preparing agendas.

## Skills

- Good interpersonal skills, developing relationships quickly with enthusiasm
- Effective written and oral communication skills with attention to detail
- Precise record keeping, data input and accurate keyboard skills
- Willingness to develop administration skills
- Knowledge of social media platforms and making these work effectively for the services
- Demonstrable commitment to volunteering and understanding of its potential force for change
- Ability to travel and a willingness to work flexibly
- Commitment to high standards of customer care
- Effective team working

## Experience Required

Values are important to us at Volunteering Matters. We are looking for someone who can show compassion, be straight forward and can positively embrace new challenges. We believe in empowering people and providing equality of opportunity. If those values align with yours, the role could be for you.

You don't need any specific work experience but will need a good level of computer literacy, including being comfortable with Microsoft Office (mainly Word and Excel), email and MS Teams. You will need good communication skills, both oral and written, including being able to confidently speak in person, on the telephone and whilst video-calling. You will need to be able to work on your own initiative, manage your time effectively and plan your working week in conjunction with the Project Manager.

The post holder will be fully supported during placement by our existing staff team, including taking part in an organisational and project induction, on-going training and development opportunities.



Alongside the support and training offered to you by your employer, you will also benefit from an enhanced training package, delivered by the NCS Trust. You will have access to their regional and national workshops, giving you space to connect with other UK Year of Service members, hear from inspirational speakers and hone your skills in new and exciting ways.

Candidates must be:

- Between 18 – 24 years old (cut off is 8<sup>th</sup> November).
- Must be residing within the UK.
- Must have the right to work within the UK.
- Be available to work 30 hours per week, Monday to Friday.

## **DBS/ PVG**

Appointment to this position could be subject to an enhanced disclosure check. Having a conviction will not necessarily cause a bar to employment.

## **Our Values & Way of Working:**

In all that we do, we embrace a philosophy of ‘Freedom within a Framework’ and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

## **Diversity & Inclusion:**

Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

## **Disability Confident & Reasonable Adjustments:**

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the “Experience/Skills and attributes” section of this job description. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show the Salary, Salary History.

*This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.*

