

Development Officer - Volunteer Buddying Scheme Recruitment Brochure





Welcome to Support Staffordshire

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Introduction

Message from the Chief Executive

Thank you for your interest in working for Support Staffordshire.

Put simply, we want the very best and most talented people to work for us. However, that doesn't mean just those with academic qualifications (though we like them too). It means those who bring experience from all walks of life, in the voluntary sector, from statutory organisations such as councils or the NHS, self-employment and from private business backgrounds. We also really value experience you may have from unpaid voluntary work, being on a committee, a parish council, as an unpaid carer or something else where you have gained skills and experience for life. We want you to perform at your best when applying, and at interview (if we are lucky enough to short list you) – so please just ask if there is anything that is not clear or that you are feeling unsure of.

Joining Support Staffordshire means joining one of the best employers in the county, with family friendly policies and an award-winning commitment to staff health and wellbeing. So, do take a minute to look beyond the salary, as we know working here won't make you a millionaire, but it might offer you priceless other benefits.

If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best to live up to our values in all we do, and they genuinely matter to us, so please make sure you read and absorb what they mean to you.

I look forward to seeing how your interest pans out, and meeting the successful candidate soon, so we can keep building a Stronger Staffordshire together.

Yours faithfully

Garry Jones
Chief Executive of Support Staffordshire





Development Officer - Volunteer Buddying Scheme

Development Officer – Volunteer Buddying Scheme
Newcastle-under-Lyme district

Fixed term to 31/08/2025

15 hours a week

£25,500 per annum (pro rata) - Actual salary £10,337 per annum

The Guildhall, Newcastle plus working around the area and some working from home, with occasional travel to the Stafford office

Would you like to be part of a dynamic, award-winning, local charity that helps communities to thrive?

Could you be involved in working with individuals recruiting volunteers and connecting them with local people, in order to support them to access assets and groups in their communities?

You will benefit from experience of knowledge and appreciation of a wide range of voluntary, community and social enterprise (VCSE) services, ideally in the local area.

However, we are more interested in your passion and energy to make a difference, as full training will be provided.

Support Staffordshire is working hard to become more inclusive of the communities we serve, and as such is especially keen to hear from applicants with protected characteristics and lived experience, that bring knowledge, skills and experience.

We welcome an informal conversation in the first instance; please contact Sarah Maxfield on 07494985574 or email sarah.maxfield@supportstaffordshire.org.uk preferably between Tuesday – Friday between 9am and 4pm.

In order to be considered for this position, you will need to complete an Application Form and Equity, Diversity and Inclusion Monitoring Form. These can be found in the link below, along with the job description and person specification.

The person appointed will require,
Proof of right to work in the UK
Two satisfactory references
An enhanced and barred DBS check

Closing date: Wednesday 22nd January 2025 at 9am
Interview date: Thursday 30th January 2025



About Support Staffordshire

Support Staffordshire is a Staffordshire based charity which empowers communities to be the best they can be. We support communities, individuals and organisations to work together to bring about positive change in their community by actively encouraging Social Action.

Our aim:

- to increase people's skills and knowledge
- harness people's drive, enthusiasm and energy
- enhance individual and family livelihoods
- build capacity in neighbourhoods & communities
- improve the relationships and resilience of organisations and individuals

How we do this:

We deliver the four functions of Local Infrastructure as recognised and promoted by the National Association for Voluntary & Community Action (NAVCA):

1. Volunteering

- Promoting volunteering at events
- Promoting volunteer opportunities and matching volunteers to opportunities
- Supported volunteering

2. Capacity Building

- Membership
- Locality Officer support
- Right Start training and Supportive Communities
- Community development support
- Consultancy and training development

3. Partnerships & Collaborations

- Member Census and state of the Sector Report
- Locality Forums
- Staffordshire Village Hall Network
- Healthy Communities Alliance
- Team Staffordshire
- OUTSIDE
- Healthwatch
- Social Prescribing

4. Leadership & Advocacy

- Working with the NHS
- Working with local emergency and resilience organisations
- Partnerships with local councils



About Support Staffordshire continued

Our Working Groups:

Support Staffordshire has recognised three critical and cross cutting priorities in recent years. These are [Equity, Diversity & Inclusion](#), [Climate Emergency](#) and [Staff Health & Wellbeing](#). These priorities are now fully integrated into our strategic and business plans, and each is supported by a cross-organisation working group.

Equality, Diversity & Inclusion Working Group:

- Actively work to increase diversity of the board, management and staff
- Raise awareness among staff on anti-racism, equality and diversity
- Actively work to increase diversity
- Ensure zero tolerance of racist and prejudiced behaviours
- Ensure communications reflect the ethos of Support Staffordshire and influence members and wider stakeholders

Climate Emergency Working Group:

- Climate Literacy training for all staff
- Champion climate action in the voluntary sector in Staffordshire
- Support the achievement of net zero within Support Staffordshire
- Build climate resilience within Support Staffordshire

Staff Health and Wellbeing Working Group:

- Health and Wellbeing Policy
- Listening Ears Wellbeing Mentor Programme
- Staff Health Needs Assessment
- Bereavement Support in the workplace
- Menopause Support in the workplace
- Mental Health Support in the workplace

Where we are: We have 4 office bases throughout Staffordshire:

Leek Health Centre, Fountain Street, Leek, Staffordshire, ST13 6JB

Newcastle Guildhall, The Guildhall, Newcastle-under-Lyme, Staffordshire, ST5 1PW

Stafford Civic Centre, Riverside, Stafford, Staffordshire, ST16 3AQ

Lichfield District Council, Frog Lane, Lichfield, Staffordshire, WS13 6YY

Our Values



Community Driven

We believe that people create their own futures together

We champion mutual understanding, collective learning & local decision making



Inclusive

We are fair & believe in the potential of everyone

We support everyone to achieve their goals, but focus on equity for marginalised people



People Powered

We are positive about people & their talents

We recognise everyone's skills, experiences, knowledge, connections, passion & potential



Trusting

We value empathy, integrity, transparency, & respect

We spend time & energy building relationships, listening, and collaborating



Ambitious

We are brave, inquisitive, imaginative, & adaptable

We continuously learn with communities, leading & dreaming big together



Sustainable

We are all responsible for a healthy & prosperous future

We ensure future generations can thrive as we do



Why work for Support Staffordshire?

We offer a wide range of benefits to support our staff:

Pension

We operate a workplace pension scheme. Minimum 5% employee contribution and we will add 3% employer contribution.

Annual Leave

Enhanced Annual Leave entitlement of 36 days. All full time Support Staffordshire employees are eligible for 28 days paid holiday in addition to the 8 days statutory bank holidays. Part Time Employees holiday entitlement is calculated on a pro rata basis.

Bank Holidays for Religious or Cultural Observance

Of the eight bank holidays, five originate in the Christian religion. Any employee may request to switch one or more of the five standard 'Christian origin' bank holidays for a day off linked to their own religion or cultural beliefs.

Sick Leave

Enhanced sick leave pay.

Flexi-time Scheme

We operate a flexi-time scheme. We have core working hours. Outside of these core hours employees may vary their start, lunch and finish times to suit personal circumstances.

Charity Worker Discounts

As an employee of a charity, you can sign up to 'Charity Worker Discounts', offering a wide range of discounts from shopping and restaurants to flights and hotels.

Hybrid/Home Working

We provide a non-contractual home working agreement for our employees. For a full time employee, we would generally agree 2 days from home and 3 days in the office (pro rata for part time employees) depending on the role and the business needs.

Training

Our staff are the core of what we do. We believe in offering training opportunities applicable to job roles to help our staff achieve their career aspirations.



Why work for Support Staffordshire? continued

Family Friendly Leave Policy

We have an extensive Family Friendly Leave Policy which outlines our support in different leave situations, such as, carers leave, emergency leave for dependants, parental leave, domestic abuse/relationship breakdown leave. As standard we offer one day paid leave when these situations arise to allow our employees to make other arrangements.

Wellbeing at Work Policy

We have a Wellbeing at Work Policy pledging our commitment to our employees' Health and Wellbeing. Outlining our initiatives and support.

Our Pledges & Commitments

We are a Disability Committed Employer, an Endometriosis Friendly Employer and signed the Menopause Workplace Pledge. We are committed to supporting our staff at every stage of their career. We are proud to take positive action in our workplace for our Staff Health & Wellbeing.

Awareness Sessions

We provide awareness sessions throughout the year, covering a range of wellbeing topics, such as menopause, bereavement, neurodiversity and mental health.

Listening Ears Programme

We provide our employees with the Support Staffordshire Wellbeing 'Listening Ears' service. Our trained team members are there to listen, show kindness and signpost employees to the right support.

Counselling Service

We provide our employees with a free counselling service through an external provider.

Eye Tests

Employees who require an eye test predominantly in relation to the potential or actual need for glasses at work (usually for computer usage), may claim for the cost of a standard eye test.

All Staff Days

We believe the key to a thriving, happy, productive workforce is supporting each other, staying connected and communication. To help enable this, we have two All Staff Days per year.



Job Description

Development Officer – Volunteer Buddying Scheme

Job Description and Person Specification:

Job Title: Development Officer – Volunteer Buddying Scheme – Newcastle-Under-Lyme

Salary: £25,500 per annum (pro rata) - Actual salary £10,337 per annum

Hours: 15 hours per week

Working days: Minimum number of days 3, with 1 office day a week to be arranged

Contract: Fixed term until 31/08/2025, initially

Location: The Guildhall, Newcastle plus working around the area and some working from home, with occasional travel to the Stafford office

Line Manager: Senior Development Officer – Volunteer Buddying Scheme

Line Management of: N/A

Budget/Income: N/A

Enhanced Disclosure Required: Yes

Barred List Check Required (regulated activity only):No

Job Overview: The post holder is responsible for delivering the Volunteer Buddying Scheme in Newcastle-under-Lyme District. They will recruit volunteer buddies to support local people to access assets in their communities, to reduce feelings of loneliness and isolation and help people feel more connected to local communities. Link people with the current Travel Training Scheme to support their independence and work with VCSE groups and organisations to support the sustainability of the Volunteer Buddying Scheme.



Job Description continued

Key Responsibilities:

1. Ensuring Support Staffordshire services are consistent with our stated values.
2. Ensuring effective cross-organisation working in order to meet our aims and objectives.
3. Ensuring where appropriate, that volunteers are involved in delivering our services. Volunteer buddies are required for this service, which can be identified through our Volunteer brokerage service.
4. Delivering ongoing support to volunteers with a range of information, advice, guidance, practical support and training.
5. Accepting and assessing referrals for the buddying scheme. Identifying needs and providing signposting if appropriate.
6. Matching, introducing and monitoring the relationship between volunteer buddy and client.
7. Linking volunteer buddies into a Travel Training Scheme to enable clients to utilise this scheme to support their independence in the long term.
8. Encourage local voluntary, community and social enterprise organisations to become part of the Volunteer Buddying Scheme
9. Support the Senior Development Officer to produce and promote marketing material in the community and online.
10. Attend partnership meetings and locality forums where appropriate in conjunction with the Senior Development Officer.
11. Ensure efficient and proportionate monitoring, evaluation and impact assessment of the service, in line with the funder's requirements. Including self-perception questionnaires and case studies as evidence of outcomes as required.
12. Support customer service quality and quality assurance as necessary.
13. To undertake any other duties as determined by the line manager.



Person Specification

1. Able to demonstrate the Core Competencies required of all staff

- Positive work ethic, dependable and conscientious
- Flexibility, initiative and good time management
- Collaborative approach to success
- Organisation and administration skills for the role, including IT skills
- Working within agreed business plans, policies, procedures and systems
- Working within the reasonable direction of your line manager
- Beneficiary and customer focused
- Applies equality of opportunity
- Communicating appropriately
- Proactive in personal development

2. Knowledge and appreciation of a wide range of voluntary, community and social enterprise (VCSE) services, ideally in the local area. Willingness to learn and develop this knowledge to keep it up to date and connected with Support Staffordshire.

3. Able to engage audiences from a wide variety of backgrounds appropriately in person and by telephone or email.

4. Knowledge and understanding of quality volunteer management. Ability to engage colleagues in other organisations in volunteering support and problem solving.

5. Skills in IT/databases for monitoring and effective and efficient in generating outputs and outcomes data for reporting purposes.

6. Experience of working in partnership across organisational boundaries.

7. Willing and able to travel across the Newcastle-Under-Lyme district with own transport or public transport.

8. Experience of offering an information, advice and guidance service in a health, care, relevant voluntary sector or similar setting would be desirable, but not essential.



Application Process

To apply for the role, please complete the Application form and EDI form accompanying this brochure.

Please send your completed forms to:

recruitment@supportstaffordshire.org.uk

Closing date for applications:

9am Wednesday 22nd January 2025

Interview date:

Thursday 30th January 2025