

Volunteering for All Officer - Newcastle- under-Lyme

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.

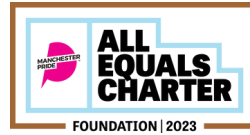
If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best 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





Volunteering for All Officer - Newcastle-under-Lyme

Fixed Term to 31st March 2025

15 hours a week

£25,500 (pro rata per annum), £4,250 (actual for 5 months)

Work base at The Guildhall, Newcastle plus working around the area and some working from home.

Would you like to be part of a dynamic, award-winning, local charity that helps communities to thrive? Could you enthuse and encourage local people to volunteer for the many and varied voluntary and community groups around Newcastle and make a real difference to the range of activities in the area?

Could you use your communication skills to help people find volunteering opportunities that best fit their interests, their strengths and aspirations, and where they would be able to make a good contribution?

You will benefit from experience of giving advice and support to people or organisations and having an understanding of the multiple barriers that face some people. However, we are much more interested in your passion and energy to make a difference, as full training will be provided.

This job would be suitable for a recent college or university leaver.

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 to us.

We welcome an informal conversation in the first instance. Please contact Jill Norman on 07495 736160 during the day, Monday to Wednesday.

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: 9am Wednesday 6th November 2024

Interview date: Tuesday 19th November 2024



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.

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

Volunteering For All Officer – Newcastle-under-Lyme

Salary

£25,500 (pro rata per annum) £4,250 (Actual for 15 hrs a week for 5 months)

Hours

15 hours per week

Contract

Fixed term to 31st March 2025

Location

The Guildhall, Newcastle and regular outreach sessions including Kidsgrove and some home working

Travel

Travel expenses may be claimed for attending places over and above the contractual place of work. If traveling for work purposes, the amount of miles usually incurred from commuting to the place of work should continue to be deducted from any expense claim.

Line Manager

Senior Locality Officer Newcastle

Line Management of

None

Budget/Income

No

Standard/Enhanced Disclosure Required

Yes

Barred List Check Required (regulated activity only)

No

The person appointed will require, proof of right to work in the UK and two satisfactory references.

Job Overview

The post holder will be responsible for delivering a volunteer brokerage service across Newcastle-under-Lyme with a particular emphasis on encouraging and supporting local residents into volunteering as part of enhancing their employability, as a contribution to the Newcastle-under-Lyme UK Shared Prosperity Fund (UKSPF) project.

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Job Description continued

Key Responsibilities:

1. Ensuring Support Staffordshire services are consistent with our stated values.
2. Ensuring where appropriate, that volunteers are involved in delivering our services.
3. Ensuring effective cross-organisation working in order to meet our aims and objectives.
4. Provide in-person, one-to-one advice and support to residents of Newcastle-under-Lyme who are interested in volunteering. Deliver in-person advice from community venues in Newcastle and Kidsgrove, as appropriate. Work with volunteers to understand their needs, interests and aspirations and match them to suitable and appropriate local volunteering opportunities.
5. Support volunteers in taking up volunteering opportunities, including accompanying them on their first day of volunteering where needed.
6. Promote volunteering in Newcastle by taking part in relevant community events and advertising volunteering opportunities locally (e.g. through window posters and Facebook).
7. Help volunteers use the Simply Connect database and ensure that they complete baseline and follow-up surveys.
8. Explore opportunities for work experience for those expressing an interest in volunteering, where appropriate, particularly within the local voluntary and community sector, linking in with other local employment support agencies.
9. Liaise with local employment support initiatives (such as The Shaw Trust and those partners using The Work Shop) and Newcastle College of further education to raise the profile of volunteering and encourage their participants/ students to take up volunteering.
10. Deliver ongoing support to volunteers with a range of information, advice, guidance, and practical support, including through key workers from other organisations and volunteering staff from placement organisations.



Job Description continued

11. Raise awareness within volunteer-involving organisations of the benefits of diversity in volunteering and challenge barriers.

12. Apply best practice in safeguarding when working with vulnerable adults, ensuring that all issues are promptly referred to the line manager.

13. 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.

14. Link in with the volunteering offer provided by Support Staffordshire in other parts of the county, ensuring a consistent offer and applying best practice, and liaise with and support the Senior Volunteering Officer (South-West) – the Support Staffordshire volunteering lead) as required.

15. Contribute to the objectives of the UKSPF in Newcastle-under-Lyme by working with the other SPF project officers and with the key officers at Newcastle-Under-Lyme Borough Council.

16. Represent the project at relevant meetings, networks and partnerships, including making presentations as required.

17. To undertake any other duties as determined by the line manager.

This project is funded by Newcastle-under-Lyme Borough Council through the UK Government's Shared Prosperity Fund



Person Specification

Some studies suggest that whilst white men apply for jobs when they meet only some of the criteria, women and other minoritized groups only apply when they meet all or almost all criteria. We don't expect you to have everything we are asking for. We encourage all candidates to consider the range of transferable skills and experience they have, as well as your commitment to learn and develop new skills and knowledge once in the role.

1. Able to demonstrate the Core Competencies required of all Support Staffordshire staff:
 - Positive work ethic, dependable and conscientious
 - Flexibility, use of initiative and good time management
 - Collaborative and outcome focussed
 - Working to plans, policies & procedures
 - Applies equality of opportunity
 - Proactive in personal development
2. An understanding and experience of supporting people facing multiple barriers.
3. Experience of providing IAG services to VCSE organisations and to individuals; or comparable advice, training, education and communication skills would be beneficial.
4. Awareness of legal and regulatory frameworks affecting volunteering, especially welfare benefits would be beneficial.
5. Knowledge and understanding of the value and appropriateness of volunteering opportunities for enhancing employability.
6. Able to engage with people from a wide variety of backgrounds appropriately in person and by telephone or email.
7. Knowledge of Newcastle-under-Lyme, including an understanding of the issues facing those living in rural communities, and how this affects their ability to volunteer, would be beneficial.
8. Knowledge and understanding of what is involved in high quality volunteer management. Ability to engage colleagues in other organisations in volunteering support and problem solving.



Person Specification continued

9. Knowledge of MS Office packages. Knowledge of using internal databases for monitoring and effective and efficient in generating outputs and outcomes data for reporting purposes.
10. Willing and able to travel across the local area with own transport.
11. Ability to work flexibility including occasional evening and weekends as needed.



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 6th November 2024

Interview date:

Tuesday 19th November 2024