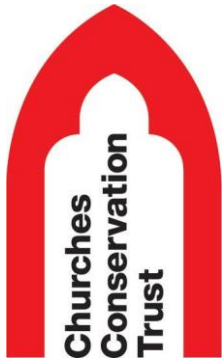


JOB DESCRIPTION



Job Title	Community Engagement and Volunteering Manager
Team	National
Location	Home based within England
Reports to	Head of Region, North
Salary	£29,300 per annum
Duration	2 year fixed term
Normal Working Hours	36 hours net per week, including occasional evenings and weekends.

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

CCT's 2019 -25 strategy put communities at the heart of the organisation's work and it is critical to our success that community supporters and volunteers feel empowered and well supported by the charity. The organisation has worked with volunteers for over 50 years but we recognise the importance of regularly reviewing and our approach, ensuring we remain relevant and welcoming to anyone who wants to give their time to their CCT church, either informally or in a more traditional volunteering role.

CCT recently commissioned a scoping study of its support to the communities and volunteers working with the organisation and has received clear recommendations. The Community Engagement and Volunteering Manager will be responsible for implementing and embedding this work across the organisation

Reporting to the Head of Region, North who is the CCT lead on Community Engagement and Volunteering, the Community Engagement and Volunteering Manager will develop and lead a consistent approach to the support and empowerment of CCT's existing 2500+ volunteers and community supporters, ensuring that anyone who gives their time to the charity has a rewarding

experience and is valued. The post holder will lead on the development of existing tools and processes, creating new resources as required. They will also lead on the development of training for colleagues who support volunteers, as well as for volunteers and community supporters. Key measures of success will be the growth in number of volunteers and community supporters recorded on our Customer Relationship Management (CRM) system and improved volunteer and community supporter satisfaction scores measured annually.

Key relationships

You will work closely with the Head of Region, North and will be responsible for consulting, collaborating, supporting and advising colleagues who work directly with volunteers and communities. You will also work closely with volunteers, community members and local stakeholders to test that approaches meet their needs.

Key duties and responsibilities

- To lead on a national, unified approach to the delivery of the CCT's Volunteering and Community Engagement strategy, ensuring both formal volunteers and informal community supporters are well supported.
- To take ownership of existing central resources including training, handbooks, manuals and guides for staff who support volunteers and communities, developing these based on need and the recommendations of the recent review.
- Where identified, to develop a range of new tools and resources to enable colleagues to effectively support volunteers and community supporters.
- To provide expert support, advice and direction to colleagues on best practice in the recruitment and retention of volunteers and community supporters
- To review, refresh and implement a comprehensive induction suitable for community supporters and volunteers.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional information

Lone working

This role involves occasional lone working. We have lone working procedures in place to support all staff undertaking lone working.

Regular travel

This role involves occasional travel nationally. You will be expected to use public transport as far as possible.

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness

- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our staff to share this commitment.**

Person Specification:

	Essential Criteria	How this will be assessed
1	Experience of best practice in volunteer management and/or community engagement	A, I
2	Experience of supporting geographically dispersed staff teams to adopt consistent practice	A, I
3	Experience of the design of tools and resources to effectively engage volunteers and/or community supporters	A, I
4	Track record of successful delivery and use of tools to measure performance against KPIs	A, I
5	Attention to detail and experience of producing high quality guidance documents	A,I
6	Strong verbal and non-verbal communication skills	I, P
7	Ability to work collaboratively and influence peers	A, I

	Desirable Criteria	How this will be assessed
1	Working in the heritage sector	A
2	Interest in CCT's aims and objectives.	I
3	Development of innovative engagement with communities and volunteers	A, I

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Employee benefits

- Membership of the Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

How to apply

If you would like to apply for this role, please select the red 'Apply Now' button where you will be directed to our online recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **9am on Monday 12 September**.

The interview process will include a presentation on **Monday 26 September**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

