



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

08 April 2022

Dear Applicant

RE: Position as Community Support Services Manager

Thank you for your interest in the above post. Please find within:

1. Guidance Notes
2. How to Apply
3. Job Description
4. Person Specification
5. Volunteer Centre Sutton Background Information

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Sunday 8th May 2022**. If you have not heard from us by 18th May 2022, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement, together with a covering letter confirming that you have also completed our online Equality & Diversity monitoring form.

Yours faithfully,

Anita Maullin

Chief Executive



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

1. GUIDANCE NOTES

Please read these guidance notes before submitting your application.

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

Job Description

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

Person Specification

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

Equality & Diversity Monitoring

This form is used to assess whether our advertising is reaching all sections of the community. It plays no part in the recruitment process. The monitoring form is anonymous and is separated from your application on arrival at the Centre. We would be grateful if you could complete this form online and return it with your CV and supporting statement. You can find it [here](#).

You can read our Equality, Diversity & Inclusion Statement on our website [here](#).





Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

2. HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 600 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement and relate your skills, knowledge and experience to the Person Specification criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

NB:

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

Applications should be emailed to Anita Maullin at anitamaullin@vcsutton.org.uk, Volunteer Centre Sutton, 216-220 High Street, Sutton SM11NU

THE DEADLINE FOR APPLICATIONS is midnight Sunday 8th May 2022





Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

Job Title	Community Support Services Manager	Hours	37 hours per week
Salary	£29,000 to £32,000 plus 3% pension (including Outer London Weighting)	Location	216-220 High Street Sutton Surrey SM1 1NU
Reports to	CEO		
Responsible for	Best Practice Training Officer Brokerage Coordinator Health Support Coordinator Community Space coordinator Hong Kong Coordinators x 2 (currently to end of July 2022)		
Main Purpose and Scope of the Job	The Community Support Service Manager is responsible to develop strategic work and partnerships while maximising volunteering across the borough. Two areas of focus include working with organisations to design, shape and influence key elements of our community support services and best practice in volunteering. This includes		
Main Duties and responsibilities	The main duties of the post are to:		
	The main duties of the post are:		
	<ul style="list-style-type: none"> • Strategic Development <ul style="list-style-type: none"> ■ Working with the CEO and leadership team, develop and support the delivery of the VCS and Sutton Strategy. ■ Identify and develop networks and partnerships to open up opportunities to grow volunteering within Sutton. ■ Look to design, shape and influence new areas of growth within education, health and community development, influencing local authority and CCG/PCN strategies. ■ Identify growth opportunities in areas of inequality to ensure support in areas such as BME, young people, those with disabilities, mental health and the elderly. ■ Liaise with statutory, public and private sector organisations on issues concerning volunteering 		





Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

•	<p>Community Development</p> <ul style="list-style-type: none"> ■ Working with CEOs and organisations, key external stakeholders, identify joint approaches to work, with potential funding bids to grow volunteering programmes and community development ■ Supported by the Fundraising and Bid Officer, complete and place funding applications to sustain or develop and grow new programmes. ■ Support the expansion of Volunteer Involving Organisations (VIO's), small groups and networks, liaising with volunteer managers, CEOs and utilising volunteers across Sutton ■ Where needed recruit and engage with community lead resident groups such as the development of the Young Commissioners and vulnerable young people across the borough to ensure the voice of the community is heard. ■ Track and record community-based delivery and engagement to ensure inclusion and diversity at all levels. ■ Manage high quality multiple projects supported by staff and volunteers to meet the needs of the community and VCS
•	<p>Best Practice in Volunteering</p> <ul style="list-style-type: none"> ■ Ensure best practice in volunteer management is provided to equip and support organisations, small groups and organisations. ■ Ensure best practice processes are embedded throughout Volunteer Centre Sutton and externally following key principals ■ Identify and deliver forums that build the capacity, share knowledge of VIO's in relation to best practice in volunteer management and recruitment ■ Review and develop flexible tools and provide regular training to support excellence in volunteering, incorporating face to face and online ■ Ensure up to date national initiatives and changes within volunteering are shared locally ■ Attendance when required for local and national networks and forums
•	<p>Management of Community Support Services team</p> <ul style="list-style-type: none"> ■ Line management with regular supervision and personal development of the Community team ■ Working with key managers, develop internal volunteering within VCS . ■ Ensure all key performance indicators and objectives are met from the VCS delivery plan and other funding streams. ■ Ensure reports and all administration is accurately recorded and presented on time.





Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

	<ul style="list-style-type: none"> ■ Support the ongoing evaluation and development of VCS' chosen internal and external database and processes, to ensure it meets future requirements. ■ Recruit and develop internal placements of volunteers. ■ Ensure good customer service to residents, volunteers and all stakeholders throughout their journey with VCS.
•	<p>Marketing, Events and Promotion</p> <ul style="list-style-type: none"> ■ Identify and Develop community-based events to promote volunteering, VCS and community development. ■ Recruit volunteers for events and promotions, working with the Fundraising and Bid Officer. ■ Coordinate the attendance at specific external events, such as the Job Fair and local community fairs. ■ Identify and track all annual external and internal events to ensure the marketing plan is updated and management can review effectiveness and identify opportunities. ■ Ensure all key social media is updated regularly to promote both internal and external services, in liaison with the marketing officer and Volunteer Centre Sutton Marketing Strategy. ■ Support key Volunteer Centre Sutton Events including Volunteers week, Trustees week and others as required.
•	<p>VOLUNTEER CENTRE SUTTON Management Team</p> <ul style="list-style-type: none"> ■ Support the overall management of Volunteer Centre Sutton through engagement with Volunteer Centre Sutton management team meetings and actions, establishing yourself as a leader and role model for all Volunteer Centre Sutton staff. ■ Provide internal or external cover in the absence of the Chief Executive Officer and other key management.

Other duties of the post are:	
•	<p>Vision and Mission.</p> <ul style="list-style-type: none"> ■ Embrace the spirit of Volunteer Centre Sutton's Vision to 'To Inspire Community' ■ Support the delivery of our mission 'To release the inherent value held within communities by inspiring volunteering' ■ Deliver against the outputs and outcomes of Volunteer Centre Sutton Strategic plan and delivery plan.



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
 Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

	<ul style="list-style-type: none"> ■ Be responsible for the development and constant updating of your own personal work plan, linked to Volunteer Centre Sutton’s delivery plan, in agreement with your line manager
•	<p>Administration, Monitoring and Evaluation.</p> <ul style="list-style-type: none"> ■ Be responsible for the timeliness of updating all administration and all records relating to your role. ■ Ensure the accurate recording of all activity undertaken. ■ Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service. ■ Evaluate the service/project against pre-set targets and quality standards. ■ Maintain Best Practice and the Approved Provider Standards such as the VCS’ reapplication for VCQA ■ Provide reports and attend advisory groups and sub-committees of the Board to ensure trustees are fully informed where required.
•	<p>Staff Training & Meetings.</p> <ul style="list-style-type: none"> ■ Attend appropriate training and staff meetings as required. ■ To be personally responsible for all personal professional development
•	<p>Supervision & Appraisal.</p> <ul style="list-style-type: none"> ■ Keep the Line Manager updated on all aspects of the job description through supervision and appraisal. ■ Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton’s activities and events.
•	<p>Teamwork.</p> <ul style="list-style-type: none"> ■ Work as part of the Volunteer Centre Sutton’s team, positively contributing to Volunteer Centre Sutton life.
•	<p>Equality & Diversity.</p> <ul style="list-style-type: none"> ■ Work within Volunteer Centre Sutton’s Equality, Diversity and Inclusion Policy at all times, promoting anti-discriminatory practice across the whole organisation.
•	<p>Other Duties.</p> <ul style="list-style-type: none"> ■ Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.

Please Note: Duties outlined in this Job Description may be reviewed and amended from time to time.



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
 Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

Person Specification

Criteria	Essential	Desirable
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases	Expertise in various M365 and other apps
	Experience of strategic development within volunteering	Degree
	Experience of recruiting and managing volunteers	
	Experience of creating flexible roles, ensuring inclusion and diversity	Knowledge of creating virtual roles for volunteers
	Minimum of 3 years strategic experience working across sectors or community development	
	Experience of managing multiple projects with staff/volunteer teams	Qualifications in multiple project management
	Previous experience of Facilitating and developing training modules and tools	Train the Trainer accreditation
	Knowledge and experience of external networking, public speaking and presentations	
	Knowledge of Best Practice Volunteering in the voluntary sector	
	Ability with experience in social media and marketing to promote services	
	Experience of completing funding applications and raising funds for organisations	



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
 Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

	Knowledge and experience of coordinating and managing key external events within the community	
Skills and Personal Attributes	Have a positive and enabling attitude towards the redesigning of new services and partnerships	
	Ability to design, shape and influence new areas of growth within education, health and community development	
	Strong organisational and co-ordination skills	
	Good data management skills and a high attention to detail, required to collate, analyse and disseminate information	
	Full, clean driving license and access to a vehicle	
	Good team player	
	Knowledge and understanding of boundaries of strict confidentiality in a community based setting	
Other job related requirements	Ability to work flexibly and potentially out of hours when required	



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
 Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

5. VOLUNTEER CENTRE SUTTON BACKGROUND INFORMATION

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 High Street, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: vcsutton@vcsutton.org.uk

Legal Status

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity No. 1048978 and Company Limited by Guarantee No. 3088644 in 1995. In 2019 Volunteer Centre Sutton became a **Charitable Incorporated Organisation (CIO)**.

Volunteer Centre Activities

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 1500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

1) **Brokerage** – We offer a signposting and matching service for volunteers and Voluntary Community Organisations (VCOs) with information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.

2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's with tools and guidance, national updates to achieve 'Investing in Volunteers' and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.

3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them,





Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.

4) **Policy Response and Campaigning** - We are the voice of volunteers locally; we respond to issues that are affecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

5) **Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

6) **Volunteer led programmes we deliver-**

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Sutton Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Citizens Commissioning Programme** enables local residents to have a voice in public sector commissioning activity, ensuring services provided for local people represent the best outcomes and value for residents.

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO). We also hold specific quality frame marks consistent to our delivery programmes such as Project Oracle and Children's Advocacy quality framework.



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

Partners and Networks

VCS networks with a wide range of voluntary, statutory, and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Community Action Sutton, Young Sutton and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Senior Operational group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and London Plus, part of the GLA (Greater London Authority).



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978