



**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**

3<sup>rd</sup> May 2022

Dear Applicant

**RE: Position as Youth Engagement and Participation Officer**

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 29th May 2022**. If you have not heard from us by 15 June 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](http://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](mailto:hello@vcsutton.org.uk)

[www.vcsutton.org.uk](http://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](mailto:anitamaullin@vcsutton.org.uk)** , Volunteer Centre Sutton, 216-220 High Street, Sutton SM11NU

**THE DEADLINE FOR APPLICATIONS is midnight Sunday 29<sup>th</sup> 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](http://www.vcsutton.org.uk)

<b>Job Title</b>	<b>Youth Participation and Engagement Officer</b>	<b>Location</b>	216-221 High Street Sutton SM11NU Part home working
<b>Salary</b>	£ 29,225 pa, pro-rata  (including Outer London Weighting) + pension contribution 3%	<b>Hours</b>	29 hours per week  12 month contract with aim for long term extension, subject to funding
		<b>Last Updated</b>	April 2022
<b>Reports to</b>	CEO		
<b>Responsible for</b>	Establishing the development of a young person led participation framework in Sutton working with young people across the borough to enable them to have an effective voice at the community, ward and borough level.		

<b>Main Purpose and Scope of the Job</b>	Building on a range of already successful participation and engagement networks, forums and activities, create a framework and youth model to empower young people and to influence strategic boards across the borough and London wide.
--	--

<b>Main Duties and responsibilities</b>	<b>The main duties of the post are to:</b>
<b>The main duties of the post are to:</b>	
<b>1</b>	<b>Mapping existing services and activities</b>
	<ul style="list-style-type: none"> <li>■ To map out the existing mechanisms in place to enable the diversity of young people in Sutton to have a voice</li> <li>■ To work with the diversity of young people and current structures to support a 'participation framework' and how it should be developed</li> <li>■ Liaise with key staff in Borough Children's Service teams, Schools and appropriate Agencies and sectors</li> </ul>
<b>2</b>	<b>Development of a youth led framework and plan</b>



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](http://www.vcsutton.org.uk)

	<ul style="list-style-type: none"> <li>■ To work with young people to develop a youth board encompassing various existing and potential new youth groups in a way that responds to the expressed needs of young people and feeds into key plans.</li> <li>■ To support young people to have their voices heard at the strategic decision-making level in Sutton and across London</li> <li>■ To act as a conduit for engagement activity with young people across the Borough</li> <li>■ Support young people to develop a 5 year plan, aligned to the LSCP engagement board and other key strategies, to ensure effective participation across Sutton.</li> </ul>
<b>3</b>	<p><b>Early Help Family Hub development and other key youth activities</b></p> <ul style="list-style-type: none"> <li>■ Work with the Family Hub team, identify young people to continue developing and delivering appropriate support and insight into Family Hubs</li> <li>■ Work in partnership with key staff to facilitate the promotion and identification of new ways of working with young people across all sectors.</li> <li>■ Support with the identification and development of youth led activities including potential funding to develop youth engagement across the borough</li> </ul>
<b>4</b>	<p><b>Young Commissioners</b></p> <ul style="list-style-type: none"> <li>■ Support the development and growth of the Young Commissioners</li> <li>■ Support recruitment into Youth Parliament and other regional and national networks</li> </ul>
<b>5</b>	<p><b>Communications, Events and shared learnings</b></p> <ul style="list-style-type: none"> <li>■ To promote and share best practice on what works to support young people</li> <li>■ Coordinate and hold events and network meetings for young people</li> <li>■ To act as the portal for intelligence and data relating to the needs and experiences of children and young people and feed this data and insight back to the LSCP board and other key boards</li> <li>■ Enable and promote on social media key youth led activities and networks</li> <li>■ Provide monitoring reports and updates to the LSCP engagement and participation board as required.</li> </ul>
<p><b>Other duties of the post are to:</b></p>	





**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](http://www.vcsutton.org.uk)

<b>6.</b>	<p><b>Vision and Mission.</b></p> <ul style="list-style-type: none"> <li>■ Embrace the spirit of VCS' Vision to 'To Inspire Community'</li> <li>■ Support the delivery of our mission 'To release the inherent value held within communities by inspiring volunteering'</li> <li>■ 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</li> </ul>
<b>7.</b>	<p><b>Administration, Monitoring and Evaluation.</b></p> <ul style="list-style-type: none"> <li>■ Be responsible for the timeliness of updating all administration and all records relating to your role.</li> <li>■ Ensure the accurate recording of all activity undertaken.</li> <li>■ Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service.</li> <li>■ Evaluate the service against pre-set objectives.</li> <li>■ Maintain Best Practice and the Approved Provider Standards.</li> </ul>
<b>8.</b>	<p><b>Staff Training &amp; Meetings.</b></p> <ul style="list-style-type: none"> <li>■ Attend appropriate training and staff meetings as required.</li> <li>■ Be personal responsible for all personal professional development</li> </ul>
<b>9.</b>	<p><b>Supervision &amp; Appraisal.</b></p> <ul style="list-style-type: none"> <li>■ Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.</li> <li>■ Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton's activities and events.</li> </ul>
<b>10.</b>	<p><b>Teamwork &amp; Events.</b></p> <ul style="list-style-type: none"> <li>■ Work as part of the Volunteer Centre Sutton's team, positively contributing to Volunteer Centre Sutton life.</li> <li>■ Support key borough wide initiatives as required.</li> </ul>
<b>11.</b>	<p><b>Equality &amp; Diversity.</b></p> <ul style="list-style-type: none"> <li>■ Work within VCS's Equality &amp; Diversity Policy at all times, promoting anti-discriminatory practice within the context of the project.</li> </ul>
<b>12.</b>	<p><b>Other Duties.</b></p> <ul style="list-style-type: none"> <li>■ Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.</li> <li>■ The working hours may require evening and potential weekend work, so flexible hours and working arrangements will be required</li> </ul>





**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](http://www.vcsutton.org.uk)

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

### Person Specification

Criteria	Essential	Desirable
Experience	Experience of working with young people and supporting greater engagement and participation	
	Knowledge of the voluntary and youth sector	Experience of local authority safeguarding
	Knowledge of working with marginalised or disadvantaged young people	Working with people using a person-centred approach
	Previous experience of facilitating and developing networks	Experience of campaigns and youth led social action
	Experience of Coordinating and facilitating events or and training	Qualified trainer
	Self-servicing - manage and prioritise own workload and work efficiently under the pressure of tight deadlines	A confident networker with experience of public speaking in group settings
Skills and Personal Attributes	Have a positive and enabling attitude towards the potential of youth led programmes	
	Ability to manage and develop ideas, influence stakeholders	
	Excellent written and verbal communication skills required to engage with a range of audiences	Able to collate and present data in ways that are accessible to a wide range of audience
	Ability to develop positive, supportive relationships with a variety of people including partners, professionals and young people	
	Strong organisational and co-ordination skills	Good data management skills and a high attention to detail, required to collate,



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](http://www.vcsutton.org.uk)

		analyse and disseminate information
	Full, clean driving license and access to a vehicle	
	An understanding of the motivation and support needs of volunteers	Support and supervision of Volunteers
	Good team player	
	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases	Educated to degree level or equivalent level of analytical skills
Other job related requirements	Ability to work flexibly and 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](mailto:hello@vcsutton.org.uk)

[www.vcsutton.org.uk](http://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](mailto: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, including volunteer recruitment targets. We help develop person specifications, role descriptions,





**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](http://www.vcsutton.org.uk)

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 effecting 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**  
Market House, 216-220 High Street  
Sutton  
Surrey SM1 1NU

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

[www.vcsutton.org.uk](http://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