

## Infrastructure & Social Value Support Officer Job Description

<b>Post Title:</b>	Infrastructure & Social Value Support Officer
<b>Hours of Work:</b>	Part Time 22 Hours Per Week
<b>Salary:</b>	£27,500 per annum (pro rata)
<b>Duration:</b>	Permanent part time with potential opportunity to extend to full time depending on the needs of the business.
<b>Reports to:</b>	Infrastructure & Social Value Lead
<b>Location:</b>	Hybrid: Mix of MVA Office & Remotely from Home.
<b>Closing Date:</b>	Monday 22 <sup>nd</sup> June by 12pm 2026
<b>Interview Date:</b>	Tuesday 30 <sup>th</sup> June 2026
<b>Flexible for the right person but must include a Tuesday in the office.</b>	

<b>Day:</b>	<b>Location</b>	<b>Hours</b>
<b>Monday</b>	MVA Office	09.00 a.m. – p.m. (7.5 hrs)
<b>Tuesday</b>	MVA Office	09.00 a.m. – 5p.m. (7.5 hrs)
<b>Wednesday</b>	NA	NA
<b>Thursday</b>	NA	NA
<b>Friday</b>	Home	09.00 a.m. – 4.30 p.m. (7 hrs)

### Purpose of the Role

This new role supports the delivery of MVA's Infrastructure Contract and Social Value priorities across Medway. Working closely with the Infrastructure & Social Value Lead and the Senior Management Team, the postholder will help strengthen the Voluntary, Community, Social Enterprise and Faith (VCSEF) sector through capacity building,

stakeholder engagement, community outreach, and the development of our volunteering platform.

## **Key Responsibilities**

The postholder will support the Infrastructure & Social Value Lead by contributing to the following areas of work:

- Contribute actively to team meetings, strategic planning, and service development sessions.
- Build and maintain effective relationships with statutory partners, including the Health & Care Partnership and Medway Council.
- Coordinate and support the delivery of events, meetings, and network sessions.
- Collect, prepare, and assist in analysing data and feedback to support the monitoring and reporting requirements for our Infrastructure contract.
- Support the planning and delivery of MVA's online and in-person events, outreach activity, and community engagement work.
- Research and share local funding opportunities across relevant networks.
- Work collaboratively with internal departments to ensure a consistent and joined-up external offer.
- Contribute to the launch and delivery of wider MVA projects, ensuring agreed Infrastructure and Social Value targets are met.
- Work directly with local communities to support the administration and delivery of new MVA initiatives.

## **Development of our Volunteering Platform**

- Supporting the Infrastructure & Social Value Lead (ISSVL) in providing one-to-one support to individuals seeking volunteer opportunities, and to organisations requiring support with volunteer recruitment.
- Organise regular contact with sector organisations that have existing volunteer roles promoted with us to establish their success and any additional requirements.

- Promote volunteering and local opportunities through varied channels, including social media, outreach, campaigns and community events.
- Support the sourcing of and updating of volunteering guidance and resources for the MVA website.

### **Communications Responsibilities**

- Prepare and publish regular newsletters and bulletins.
- Admin of ad hoc Mailchimp communications when required.
- Support maintenance of website functions and social media profiles.
- Contribute to the development and annual review of the communications plan for the infrastructure contract and support internal adherence. Including the planning, creation and scheduling of content for all MVA social media and online platforms.

### **General Duties**

- Work in alignment with MVA's Equal Opportunities, Safeguarding and Health & Safety policies.
- Attend regular supervision sessions with the line manager.
- Participate in training relevant to the role.
- Ensure timely and accurate completion of entries into MVA's Customer Relations Management (CRM) system.
- Carry out any additional duties consistent with the role as delegated by the ISSVL, Director of Infrastructure and Social Value, Chief Executive or Senior Management Team.

### **Person Specification**

#### **Essential Experience**

- Experience of working with volunteers.
- Experience in networking and relationship building with diverse stakeholders.
- Demonstrated ability to work effectively as part of a team.
- Experience using social media platforms for service promotion.

#### **Essential Knowledge**

- Understanding of the voluntary and community sector.
- Knowledge of data protection and confidentiality protocols.
- Strong awareness of equality, diversity and inclusion, with a commitment to EDI principles.

### **Essential Skills**

- Strong IT abilities, confident using multiple software systems and digital platforms. Full training on MVA systems will be given.
- Excellent interpersonal, active listening and analytical skills.
- Ability to work with multiple priorities and meet deadlines.
- Good understanding of various social media platforms.
- Flexible and adaptable to changing team and organisational needs.

### **Personal Attributes**

- Committed to high standards, taking initiative, and delivering high-quality service and support.
- Able to work effectively both independently and as a positive, collaborative team member.
- Strong organisational and administrative skills, with a flexible approach to working hours and workplans.
- Able to travel independently within the service area.

### **Desirable**

- Knowledge of Medway and North Kent geography and it's Voluntary, Community, Social Enterprise & Faith Sector (VCSEF).