



Medway Voluntary Action  
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## Job Description

Post Title: Volunteering and Community Development Officer  
Hours: 37 hours per week (FT)  
Salary: £26,800  
Contract: Permanent  
Responsible to: Data and Infrastructure Manager  
Location: Based at MVA, Medway

### Aim

To undertake all administrative duties for the volunteering platform, provide guidance and support on volunteering, implement MVA communications, and work with communities to provide group development opportunities and support.

### Duties and Responsibilities

- Work with the MVA team to maximise potential assets for infrastructure delivery
- Liaise and work with statutory sector partners including representatives from the H&CP
- Support the Data and Infrastructure Manager with developing an annual workplan and reporting progress against this for the Infrastructure contract
- Organise and deliver events and meetings to support the infrastructure function
- Support the production of data for KPI reporting purposes

- Deliver induction for new MVA volunteers as required and maintain a recruitment/induction/support matrix for MVA's diverse volunteering roles.
- Support the management of professional relationships with a wide range of external stakeholders
- Liaise with other MVA staff to ensure coherence of the MVA offer to both internal and external stakeholders
- Support the delivery of other MVA-led projects as required, working within the parameters of those projects and supporting the Programmes Officer to meet all KPIs/targets set.
  
- Support the volunteer function by:
  - Offering one to one support to individuals wanting to become volunteers or organisations needing support in recruiting volunteers
  - Promoting volunteering and local opportunities using a variety of promotion activities including social media and media campaigns and outreach activities to meet Infrastructure KPIs
  - Sourcing volunteering support and guidance resources for website
  - Manage the Volunteer platform and Volunteer bulletin
  - Facilitate the organisation of the Volunteer Managers Network
  - Support other projects relevant to role
  
- Implement MVA Communications as follows:
  - Create and schedule content for social media for all MVA accounts
  - Publish regular newsletters/bulletins
  - Create ad hoc Mailchimps as required
  - Process comms activity in line with editorial policy – inbox, web articles and newsletter publication
  - Work with MVA's comms volunteer
  - Help maintain website functions and social media profiles
  - Co-ordinate or contribute to the review and refinement of the annual communications plan for the Infrastructure contract, support monitoring adherence to the plan internally
  - Co-ordinate and update project brands as and when necessary
  
- Work alongside defined local communities to:
  - Increase reach and engagement from across those communities

- Encourage, support and develop community action
- Signpost to development opportunities/organisations
- Promote the benefits of volunteering and community action
- Work with other not-for-profit organisations and the (non)statutory sector to maximise resources in communities and cohesion across wider systems
- Ensuring initiatives and activities delivered are accessible to the diverse range of communities we serve
- Raise their voice through our social media, mailchimp campaigns and website

### General

To work within the framework defined by the MVA Equal Opportunities, Safeguarding and Health and Safety Policies

To attend support and supervision sessions with your line manager

To attend training relevant to the role and agreed with your line manager

To perform additional duties that fall within the scope of your role as delegated by the Data and Infrastructure Manager or Chief Executive

### Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Experience of community development initiatives	
	Networking effectively with a range of stakeholders	
	Working as part of a team	
	Experience of monitoring and evaluation techniques	
	Experience of promoting a service using a range of social media software and techniques	Experience of working with volunteers
	Project /Programme delivery	
<b>Knowledge</b>	Knowledge and understanding of the	

	Voluntary and Community Sector	
	Data protection regulations and confidentiality	
	Knowledge and demonstrable understanding of equality, diversity and inclusion and a commitment to EDI practice	A geographical knowledge of the Medway and North Kent area
<b>Skills</b>	Well-developed ICT Skills, able to use a number of software packages and digital platforms	Research skills
	Ability to manipulate and understand a variety of data sets and report on the same	
	Active listening and analytical skills	
	Ability to create effective marketing content for targeted audiences (e.g. socials, e-newsletters)	
	Excellent interpersonal skills	
	Able to prioritise and manage a complex and varied workload	
<b>Personal</b>		
	Commitment to quality, responsibility, high work standards and initiative	
	Able to work independently with minimal supervision	
	Ability to travel independently within the service area	
	Flexible approach to working hours	
	Well-developed organisational and administration skills	