



Recruitment Pack

Believe it's possible • Strengthen others • Be true



Hello and Welcome!

Thank you for your interest in joining the Action Together family and considering being an integral part of our organisation and helping us to reach our goals for stronger communities in Oldham, Rochdale and Tameside.

We'd like to share with you some of our passion for what we do. To give you a better understanding of who we are and what we aim to achieve, we have put this pack together with the hope of inspiring you to join us.



A message from our CEO

At Action Together we believe that there are many amazing people and organisations out there who want to make good things happen and put a stop to things that shouldn't be. We see the incredible things we can achieve when we all work together and want to do all we can to strengthen and grow this in Oldham, Rochdale and Tameside. The Action Together team is full to the brim of passionate, action focussed people who want to make a difference. If you share our values and want to join a vibrant, and hard-working bunch then we hope you will join us!



Liz Windsor-Welsh





So, who are we and what do we do?

Action Together is a membership organisation and there are currently 3,000 members across Oldham, Rochdale and Tameside. These, in turn, represent and support many diverse local needs and interests.

We are a charity whose purpose is promoting social benefit for the people who live in the communities we serve. We provide lots of different practical help to support local member groups and organisations.

Our work is divided into core functions:

Leadership and Advocacy

We lead and advocate for the Voluntary, Community, Faith and Social Enterprise sector in our communities to be heard

We empower people from diverse organisations and marginalised groups to be leaders and advocate for the communities or issues that are important to them.

We represent the sector in strategic spaces and advocate for more investment, sharing of power and decision-making involving the sector.

We ensure that community insight and community voice informs local decisions and influences key decision-makers and funders.

Volunteering

We support people and groups to make more of a difference, and give their time to the things that matter most to them

We believe that volunteering is at the heart of creating, supporting and maintaining stronger communities.

We develop and champion volunteering to empower more local people to share their skills, capacity and common purpose. Our volunteers are supported and recognised for their valuable contribution to local social infrastructure.

Investment

We secure investment that supports local action, removes barriers and helps to get funding to where it's needed most

Our funding approach works on two levels: our efforts to ensure that investment is secured for the sector and reaches the community organisations and projects that need it, and our holistic investment in the strength and sustainability of our communities through capacity building.

Capacity Building

We support groups and organisations to develop, grow and make a bigger impact in their communities

We work in neighbourhoods to build deep relationships with local groups and strengthen what they do.

We provide advice, practical training and development support to community organisations of all sizes, enabling them to become resilient, successful and sustainable.

Partnerships and Collaboration

We facilitate local action groups and networks to create a valuable and effective space for collaborative working and joint action

We bring together diverse perspectives to address the impacts and root causes of poverty and inequalities in our local communities.

We work in partnership with community groups, the public sector and other local organisations to influence system change and deliver social justice.



Our values

Action Together's values underpin all of our work: including its strategy, operational plan, workforce development and recruitment. Our values should resonate with the perception and reality of working with, and for, us as an organisation and, crucially, in our Trustees' role in the governance of the company.

Our values are to:



**Believe
it's
possible**

**Strengthen
others**

Be true

Believe it's possible – vision and ideas matter. We have confidence in the power of people and communities and strive to release their potential to create the widest possible benefits whilst promoting social justice

Strengthen others – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies

Be true – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with

Our strategy to 2028

We launched our new five-year strategy in December 2022, to take us from 2023 -2028.

The strategy covers all of our core work in Oldham, Rochdale and Tameside, with these shared strategic priorities:

1. Strengthen social infrastructure for connected communities
2. Advance our approach to social change
3. Grow and transform as a local funder

Please [click here](#) to find out more.



Benefits of working with us!

As a member of the Action Together team you will benefit from:

- Flexible working opportunities
- Membership of SimplyHealth which pays a contribution towards the costs of visiting the dentist, opticians, and physiotherapy as well as access to counselling services
- Ongoing professional development
- Cycle and tech loan schemes
- 26 days holiday per year (increasing with length of service up to 31 days per year) plus bank holidays
- Employer Supported Volunteering
- Pension scheme - with 6% employer contribution

Staff Testimonials



“I love the team spirit, how anyone will give up their time to help you when you need it. I have never known an employer to show as much commitment to its employees as Action Together does, my team feels more like family.”



“When I saw the opportunity that would allow me to be part of a team that makes a difference to community health and wellbeing in my borough, I couldn’t turn it down.”



“What I like about working with Action Together is the friendly team, no day is the same and most importantly being able to support, advise, signpost individuals, groups or organisations to develop and achieve their goals.”



“I’m proud to be part of an organisation that, listens to its community and works together with its residents and key stakeholders to help create an environment that will allow people to live happier, healthier, and better-connected lives.”



“I feel that my skills and experiences are valued, and I am encouraged and empowered share my ideas and to try new things. It is great to be able to get involved with new projects that have a direct and positive impact upon the local community.”

Job Description

Volunteering Support Officer

<p>Salary: £26,403 - £28,142 per annum (Actual pro-rata salary £15,402 - £16,416)</p> <p>NJC: Grade 4 SP 7-11</p>	<p>Line Manager: Volunteering Development Coordinator</p>
<p>Hours: 21 per week over 3 days, Monday to Friday (occasional weekend and evening work may be required)</p>	<p>Period of contract: Permanent, subject to continued funding</p>
<p>Location: Rochdale (with some home working)</p>	<p>Main stakeholders: Volunteers, development team, cross-locality volunteering team, wider VCFSE sector including volunteer managers</p>

Purpose of the post:

Working within Rochdale Borough's volunteering team to raise the profile of volunteering in the community, supporting the delivery of a high-quality service both to individuals interested in volunteering, and to volunteer managers working within Rochdale's VCFSE sector.

The main things you will be asked to do in this role:

- Respond to volunteer-related enquiries through our online brokerage service, the volunteer mailbox, and over the telephone.



- Facilitate 1:1 appointments, (telephone, virtual, or face-to-face) with those interested in volunteering and work closely with individuals to match them with a suitable volunteering opportunity.
- Follow a standardised approach to data input and recording of activities through use of our CRM system to allow for accurate monitoring of volunteering KPIs, and to support the Operations Manager and Volunteering Development Coordinator to collate written and numerical reports evidencing service impact.
- Identify and deliver outreach events within the community to increase awareness of our service and to raise the profile of volunteering i.e. Action Together volunteer hubs, jobs fairs, school / college fairs, information sessions etc.
- Support the effective delivery of volunteering-related projects with the aim of improving engagement with hard-to-reach demographics, breaking down barriers and improving access into volunteering.
- Support the development of volunteering-related communications (i.e. volunteer e-bulletin) and with the delivery of social media campaigns promoting volunteering (i.e. Volunteers Week)
- Provide high quality support to volunteer managers in using the online brokerage service to advertise their volunteering opportunities.
- Support delivery of high-quality volunteer development support to volunteer managers using various methods (1:1 work, delivery of volunteering forums and training resources and materials etc.)
- To support delivery of the operational plan for the Rochdale Team
- To work collaboratively with all members of the Action Together team, specifically the development team and the cross-locality volunteering teams
- To provide general administrative support within the volunteering function as required
- To champion volunteering and community action across locations
- To represent Action Together professionally both internally and externally

General asks of everyone that works as part of the Action Together team:

- Support us in our charitable purpose, helping us to achieve our strategic aims and using our values as outlined below to underpin all that you do.
- Behave in a professional manner and adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Help us to achieve our strategic aims and priorities by contributing your skills and experience to projects and tasks when required.

Person Specification

Volunteering Support Officer

The ideal candidate for this role will be someone who...

- Enjoys meeting and interacting with people from diverse backgrounds and communities.
- Likes working collaboratively to achieve positive outcomes.
- Is organised and who can follow systems and processes.
- Can champion the benefits of volunteering to a wide range of audiences.

We welcome applications from people who have developed relevant skills through a range of routes, if you meet the criteria through transferable experience, we encourage you to apply.

The recruitment process (application, interview, and any other activities) are your opportunity to demonstrate the following skills (able to), experience (experience of), and knowledge (knowledge of):

Essential – These are things which are necessary for you to be considered for this role:

- Experience working with volunteers.
- Experience of working with a diverse range of people who hold varying perspectives and levels of understanding.
- An understanding of the nature of the VCFSE sector, and particularly the importance of the contribution of volunteers.
- Knowledge of volunteering best practice.
- Able to work effectively as part of a team.
- Able to prioritise and manage your own workload and to work independently using own initiative.
- Excellent communicator; able to communicate effectively and sensitively, adapting to meet the needs of a diverse audience (written and verbal format).



- Strong IT skills; confident with use of relevant digital tools i.e. Microsoft Office packages.
- Able to develop positive relationships with local people, community groups, and local agencies, building trust and sustaining relationships.
- Able to travel around Rochdale as required to carry out their work.

Desirable – These are things which we would actively be looking for in a perfect candidate. You should still apply even if you do not check every item on this list:

- Experience of data input and monitoring / reporting using a CRM system.
- Experience recruiting and onboarding volunteers.
- An understanding of the diversity and demographic across Rochdale borough.
- Additional language skills (multi-lingual / bi-lingual).

Personal qualities – These are things which we ask for from everybody who works as part of the Action Together team:

- Be committed to our values.
- Work and collaborate effectively as part of the wider team.
- Seek opportunities to develop yourself and others.
- Be committed to social justice and equity.

SUPPORTER



Guidance notes for applicants

Read the background information and job description carefully; this will help you to decide whether you want to apply for the job and will also give you the information you need to help complete your application form.

Our shortlisting process will be based on the information that you have provided on the application form; we will not be able to score you on information which you have not provided, and we cannot make assumptions about what you might have done in relation to our requirements.

Take each of the points on the Person Specification, and set out in the relevant section of the application form how you have met this requirement in your previous work – paid or unpaid – and how this relates to the post you are applying for:

- Our scoring system for shortlisting allocates scores of 0-5 for each element of the person specification, based on how you have demonstrated your skills and experience - from 0 where the applicant has failed to meet the criteria as they have not demonstrated the suitable skills / experience required, to 5 where the applicant has fully met the criteria, demonstrating suitable skills and experience with a range of examples.
- In order to be considered for shortlisting, candidates must score a minimum of 2 for each of the essential criteria.
- We operate a guaranteed interview scheme for candidates who consider themselves to have a disability, and who meet the essential criteria. As such, any candidate who declares themselves as having a disability and who scores a minimum of 2 for each of the essential criteria will automatically be shortlisted for interview.
- Remaining candidates will be shortlisted according to ranking of scores. The score required to qualify for interview will depend on the number of roles being appointed to and how highly candidates score overall.



Applications that show how actions have resulted in outcomes will usually score more highly in shortlisting. For example, saying “I have excellent project management skills” will get a lower score than saying “I have good project management skills. An example of this is xyz project. The project exceeded our target of delivering training to 20 community groups in 6 months. My role in this was....”

When filling in the form, think about all aspects of your life experiences – not just paid work. For example, your experiences at school or college, as a volunteer, or in your home or leisure activities could all contribute to your ability to show us that you meet items on the Person Specification:

- e.g. In running a home, you can demonstrate a range of organising skills, and budget management.
- Being active in a local club or community group may have given you opportunities to learn skills such as teamwork, and communication.





So, what happens next?

If you are still interested in joining the Action Together team, we'd love to hear from you!

Please complete the application form found [here](#), using the guidance above, and submit your completed application via email to humanresources@actiontogether.org.uk

The deadline for applications is **9am Monday 11 May 2026**

Postal applications can also be submitted and these should be sent to:

HR Team
Action Together
80 Union Street
Oldham
OL1 1DJ

If you'd like to ask us any questions about the job, please call us on 0161 3392345 and ask to speak to a member of the HR Team. Alternatively, you can email humanresources@actiontogether.org.uk with any questions.

After the closing date all applicants who have submitted a completed application form will be contacted via email to let them know if they have been successfully shortlisted or not.

If you are successfully shortlisted, you will be invited to interview on **Thursday 28 May 2026** at our Rochdale locality office.

This will be a panel interview, with a task.

Thank you for your interest in joining the Action Together team.