

EMPOWER
MANCHESTER • SALFORD

THE HOME OF

HIDE
OUT
An OnSide Youth Zone



SOMEWHERE SAFE TO GO | SOMETHING POSITIVE TO DO | SOMEONE TRUSTED TO TALK TO

VOLUNTEER MANAGER

Job Title: Volunteer Manager

Reporting to: Director of Operations

Location: HideOut Youth Zone and Salford Youth Zone

Salary: £30,658 - £33,342 (Band 6)

Holidays: 33 days including bank holidays (pro-rata)

Hours: 40 hours per week (including some evenings and weekends)

Key Relationships: EMPOWER Senior Leadership Team, Head of Youth Work, Volunteers, Stakeholders, Young People and Board of Trustees.

BENEFITS

- Onsite Fitness Gym & Boxing/MMA Suite
- 33 days annual leave
- Secure cycle store
- Branded workwear
- Queen Bee's Café - Free hot meal on session
- Flexible working
- Learning and development opportunities
- Partnership working
- Working with like-minded people and cultures
- Part of a wider network
- Workplace pension scheme
- Special Leave
- Birthday Off
- Employee Assistance Programme through Health Assured
- Health and Wellbeing support which includes an app - Wisdom
- Enhanced maternity and paternity
- Company Sick Pay
- Real Living Wage Employer
- Charity Worker Discount / Bright Exchange Discount - through EAP/Wisdom

APPLICATION PROCESS

Date posted: Wednesday 13th August 2025

Closing date: 12pm Thursday 4th September 2025

Application form: www.empoweryouthzones.org/vacancies/

How to apply: Please complete the application form and return to recruitment@empoweryouthzones.org

STRICTLY NO AGENCIES PLEASE

We review applications on a rolling basis and reserve the right to close the role at any time.

Feel free to give us a call on **0161 511 3777** if you have any questions about this role, or to hear from a team member about life working at the youth zone.

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ABOUT EMPOWER

Empower Youth Zones is the charity that oversees the creation, management and sustainability of Youth Zones in Manchester and Salford. These include HideOut Youth Zone located in Gorton (East Manchester) which opened in 2020, and Salford Youth Zone located in Pendleton, which opened to young people in June 2025. HideOut and Salford Youth Zone provide children and young people aged 8-19 and up to 25 for those with additional needs with somewhere safe to go, something positive to do and someone trusted to talk to.

Youth Zones are purpose-built spaces fizzing with energy and crammed with incredible facilities. They are staffed by skilled and dedicated Youth Workers who truly believe in young people – helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it. This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

HideOut and Salford Youth Zone are part of a national and growing network of Onside Youth Zones. There are currently 15 active Onside Youth Zones across the UK with 20 due to be open by 2025.

WHAT IS THE ROLE?

The Volunteer Manager holds overall responsibility for the EMPOWER volunteer strategy and the management of volunteers, including recruiting, training, and supporting them to work alongside qualified staff across various sections of our Youth Zones and other projects. The post-holder will work closely with and provide essential support to our delivery team in promoting our volunteering roles we have to offer.

They will oversee all aspects of the volunteer journey, from recruitment and onboarding to skills development, recognition, and retention, ensuring volunteers feel valued and supported. They will ensure that safeguarding policies and best practices are upheld, and that volunteers operate within a safe, inclusive, and compliant framework. Additionally, the role involves tracking and evaluating the impact of volunteer contributions, using data and feedback to enhance program effectiveness and improve the overall experience for volunteers and young people.

WHAT WILL I BE DOING?

- Lead and refine the volunteer recruitment strategy, ensuring the successful engagement of a minimum of 50 active volunteers (25 at HideOut Youth Zone & 25 at Salford Youth Zone), collectively contributing a minimum of 400 volunteer hours across Empower Youth Zones.
- Design and implement an efficient, compliant, and engaging volunteer management system, overseeing recruitment, onboarding, training, development, and retention while aligning volunteer skills and motivations with suitable opportunities.
- Maintain and manage a comprehensive volunteer database, tracking skills, training progress, and contributions to ensure effective placement and development.
- Foster a collaborative and supportive environment by maintaining clear communication with staff, partners, and stakeholders to enhance volunteer experiences and impact.
- Develop and implement a volunteer recognition and reward system, celebrating achievements and ensuring volunteers feel valued for their contributions.
- Work closely with colleagues and peers to uphold high-quality standards in volunteer work and training, proactively addressing any challenges or concerns.
- Support the next phase of Empower's journey, contributing to the ongoing evolution of its services, facilities, and opportunities as it continues to provide a high-quality, safe, and engaging environment for young people.
- Manage and support to the assistant volunteer role, providing guidance and ensuring the effective execution of volunteer-related tasks.
- Enhance Empower's presence in the community by actively promoting volunteer opportunities, participating in local events, and leveraging social media to engage and attract volunteers.
- Oversee and manage the volunteering budget, ensuring resources are allocated efficiently and effectively.
- Undertake additional responsibilities as required by the Senior Leadership Team to support the success and sustainability of the volunteer program.
- Champion and embed Empower's values in all aspects of volunteer engagement, ensuring a culture of inclusivity, respect, and empowerment aligns with our mission.
- Support the Volunteering Young Leaders Program, providing additional support to the Head of Youth Work and delivery team. Support with additional guidance, and monitoring the young people program.
- Organise regular check-ins, feedback sessions, and attend networking events to support volunteers and create a sense of community.
- Continuously assess and improve volunteer programs to align with organisational goals.
- Create impact reports to measure volunteer contributions and demonstrate their effectiveness. Use data and feedback to refine volunteer roles.

WHAT ELSE WILL I NEED TO DO?

- Be a role model for young people and present a positive “can do” attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Represent EMPOWER positively and effectively in all dealings with internal colleagues and external partners
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the Designated Safeguarding Lead using policies, procedures and practice
- To carry out any other reasonable duties as requested by the Senior Leadership Team
- Contribute to the effective marketing of EMPOWER to local communities including participating in events as required and effectively using social media relating to volunteer work
- Ensure all volunteers undergo safeguarding and background checks where necessary.
- Develop policies to ensure a safe and inclusive environment for volunteers and young people.
- Handle conflict resolution and problem-solving, addressing concerns raised by or about volunteers.
- Contribute to EMPOWER’s long-term strategy.
- Advocate for the importance of volunteering both internally and externally.

PERSON SPECIFICATION

Selection Criteria A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Essential Experience & Skills		
Volunteer Management Experience - Proven experience in recruiting, training, and supporting volunteers in a youth work, community, or charity setting.	Essential	A & I
Leadership & People Management - Ability to inspire, lead, and develop volunteers, young leaders, and apprentices.	Essential	A & I
Training & Development - Experience in designing and delivering training programs for volunteers and staff.	Essential	A & I
Safeguarding & Compliance - Knowledge of safeguarding procedures, risk assessments, and best practices for working with young people.	Essential	A & I
Relationship Building - Strong interpersonal skills to engage and collaborate with staff, volunteers, young people, and external partners.	Essential	A & I
Organisational & Project Management Skills - Ability to develop efficient volunteer systems, manage databases, and oversee multiple projects.	Essential	A & I
Budget & Resource Management - Experience managing a budget effectively to support volunteer training and recognition.	Essential	A & I
Marketing & Outreach - Ability to promote volunteer opportunities through events, social media, and community engagement.	Essential	A & I

Problem-Solving & Conflict Resolution - Capable of handling challenges related to volunteers and ensuring a positive, supportive environment.	Essential	A & I
High standard of ICT skills, including the use of databases.	Essential	A & I
Inclusive & Supportive - Dedicated to creating a diverse, welcoming, and inclusive volunteer environment.	Essential	A & I
Proactive & Self-Motivated - Able to take initiative and drive improvements in volunteer engagement.	Essential	A & I
Flexible & Adaptable - Willing to work evenings, weekends, and school holidays as needed.	Essential	A & I
Resilient & Solution Focused - Able to stay calm under pressure and find positive solutions to challenges.	Essential	A & I
Passionate about youth development - Committed to supporting young people in becoming happy, healthy, and successful adults.	Essential	A & I
Experience working in a youth - Focused environment or with a young leader development program.	Essential	A & I
Desirable Experience & Skills		
Knowledge of funding applications and grant writing to support volunteer programs.	Desirable	A & I
Experience in impact measurement and reporting, using data to evaluate volunteer contributions.	Desirable	A & I
Knowledge		
Knowledge of current trends and practices relating to volunteer, recruitment, management and retention.	Essential	A & I
Knowledge and awareness of issues affecting young people.	Desirable	A & I
Personal Attributes		
Demonstrate a commitment to the goals and drivers behind the Youth Zone / OnSide.	Essential	A & I
Enthusiasm and ability to contribute to the successful development of the Youth Zone.	Essential	A & I
A willingness to work unsociable hours when required.	Essential	A & I
DBS clearance and committed to safeguarding children.	Essential	A & I
The ability and willingness to travel to meetings and events both in the region and beyond.	Essential	A & I

ADDITIONAL INFO

EMPOWER is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of EMPOWER and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information regarding how OnSide Youth Zones process your data, please visit www.onsideyouthzones.org/applicant-privacy/

VOLUNTEER MANAGER





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OUR VISION, MISSION & VALUES

OUR VISION

Children and Young People are inspired to lead healthy, happy, safe and successful lives.

OUR MISSION

To provide children and young people with somewhere safe to go, something positive to do and someone trusted to talk to.

OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do; inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.



EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, with a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zone and our local communities.



COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.