

Job Description and Person Specification

Job Title	Step Forward Volunteering and Employment Team Lead Support Officer
Band	Point 24
Salary	£32,355.88
Pension	7.5% CCVS contribution
Hours	37 Hrs per week
Location	Carlisle office based with community working and home based/ hybrid working.
Fixed Contract	October 2026 - 31 March 2027
Employer	Cumbria CVS
Accountable to:	Volunteering Manager

Job Purpose - specific

- To lead, manage and support the Step Forward Team and referrals from the Carlisle, Eden and West Cumbria for this established service which supports individuals with severe mental health experiences into volunteering and employment.
- To interview, advise and support people with serious mental health experiences into volunteering or employment opportunities in a holistic way - either face to face at Cumbria CVS offices, online or in the community.
- Work with key partners, businesses and third sector organisations to enable service users to positively contribute to their communities by investing in appropriate support, improving confidence, skills development, training, and sourcing or providing tailored work readiness programs.
- To contribute and support the awareness raising of the Step Forward Project through the Step Forward social media, Cumbria CVS website and email bulletins, with the support of admin.
- To maintain good relationships with all partners and stakeholders to support the successful delivering of this project.
- Maintain effective follow up monitoring and reporting for the project for Cumbria CVS, funders and the NHS, with the support of admin.
- Undertake any other appropriate duties as specified by the Cumbria CVS Board of Trustees and/or line manager, in line with the role.

General Duties (all CCVS staff)

- Use the Customer Relationship Management (CRM) system to record work and interactions accurately and in a timely manner, in line with organisational procedures
- Support and promote the principles of Equality and Diversity
- Support and promote the interests of Cumbria CVS, third sector groups and organisations
- Support and promote the values of Cumbria CVS and work collaboratively with colleagues
- Undertake training and development opportunities as required
- Carry out such tasks and duties from time to time as are required by Cumbria CVS Board of Trustees for the maintenance and development of Cumbria CVS

Person Specification

Step Forward Volunteering and Employment Team Lead Support Officer	
Qualification	
Degree Level or Equivalent Experience (D)	
Management qualification (NVQ 3) (D)	
Specialist Knowledge and Experience	
Experience of project management or delivering a service to meet targets and deadlines	
Experience of Line Managing Staff or Volunteers	
Experience of working with or supporting people or volunteers with Severe Mental Health Experiences	
Experience of working with volunteers, volunteering or employability support and schemes	
Able to liaise and engage with key stakeholders and maintain key partnerships.	
Able to liaise, communicate and facilitate meetings with a range of individuals and partners if necessary.	
Able to acquire, interpret and apply relevant project or service-specific knowledge	
Substantial experience and knowledge of partnership working	
Skills	
Leadership	Able to provide operational direction for project or service.
Management: people	Able to lead a team.
Management: project	Previous experience of successful project management
Management: risk	Able to identify, assess and mitigate project or service risk
Communication	Able to communicate effectively verbally and in writing. Able to present confidently and professionally to a variety of audiences. Able to facilitate engagement of others.
Influence & Negotiation	Able to negotiate and influence to achieve project or service objectives. Able to challenge constructively and respond positively to challenge
Building Relationships	Able to maintain partnerships and undertake effective collaborative working practices.
Planning and Organising	Ability to work productively with conflicting workload. Able to manage own workload and that of team with minimal supervision.
Analytical Ability	Able to interpret monitoring data and evidence for funding or other monitoring reports

Personal Resilience & Commitment	Committed to project or service objectives and outcomes. Able to remain calm and controlled in the face of setbacks.
Experience	
Experience of volunteering and working in the voluntary sector (E)	
Experience of partnership working, team leadership and supporting others(E)	
General Requirements	
Able to travel independently across North Cumbria and work flexible hours if required	
Able to demonstrate commitment to Cumbria CVS Equal Opportunity Policy and to apply this internally and externally	
Commitment to voluntary and community sector	
Commitment to social equality and inclusion	
Able to maintain a positive and supportive contribution to organisational culture	
Able to demonstrate commitment to Cumbria CVS Values: Leadership, Excellence, Equity, Integrity, Voluntarism	
Last Reviewed	September 2026