

**VOLUNTARY
NORFOLK**

Application Pack



Welcome

Thank you for your interest in joining Voluntary Norfolk. As the CEO, I am thrilled that you are considering a role with us. We hope that at the end of reading this you decide to apply for a role with Voluntary Norfolk.

Voluntary Norfolk plays a vital part in empowering communities, supporting individuals, and enhancing the lives of many across the county. Our organisation is dedicated to promoting social inclusion and developing the voluntary sector, and we believe that every member of our team contributes to making a meaningful impact.

For over 50 years we have been working with people to support communities and improve lives across Norfolk and beyond. We are extremely proud of our history. Our successful record is in no small part down to the resilience, creativity, dedication and adaptability of our staff, whose efforts have enabled us to respond quickly to society's changing needs. In recent years, our focus has been on strengthening communities by promoting volunteering, running services that support people when they need help the most, leading new community initiatives and helping people get back into work, while at the same time ensuring our impact is maximised by ensuring Norfolk has a strong VCSE sector. It is thanks to our remarkable staff and volunteers that we have been able to successfully do all this.

This job application pack will provide you with all the information you need to understand our mission, values, and the specific role you are applying for. We are looking for passionate individuals who share our commitment to making a difference and who are eager to bring their skills and experience to our dynamic team. At Voluntary Norfolk, we always love hearing from people who share our values and are keen to join us on our mission. Thank you again for your interest in our role and I wish you the best of luck in the application process.



Michael Kitching
Chief Executive Officer



Our purpose

Voluntary Norfolk is an ambitious charity that improves the lives of thousands of people each year and strengthens communities across Norfolk and beyond.

We trace our origins to the year 1969 when the organisation was set up as the Norwich Organisation of Active Help (NOAH) - a service that matched volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services.

Today – over 50 years later – we are still going strong. We currently employ over 90 members of staff, working in locations across Norfolk and beyond. Our funding comes from public sector, health and statutory bodies, from grants, and from our traded services.

We focus on five key strands of work:

- Building a thriving VCSE sector in Norfolk as delivered by our Communities Team
- Leading new initiatives that bring communities together through our Freshly Greated teams
- Supporting people when they need help the most, notably carers of all ages as well as those struggling with loneliness and social isolation
- Helping people get back into work
- Strengthening communities by encouraging volunteering, with most of our volunteers operating in healthcare settings

Working with people to strengthen communities and improve lives



**We exist to help
communities reach
their full potential and
thrive**

Our vision

Connected, resilient and compassionate communities where people work together to improve lives.

Our mission

- To enable local people and communities to thrive and reach their potential
- To deliver innovative solutions through effective partnerships
- To ensure the voices of volunteers and voluntary organisations are represented

Our values

- We listen
- We collaborate
- We innovate
- We celebrate diversity
- We care

“ I really enjoy being part of the team here, knowing the work I do helps make a real difference to improving the lives of people in Norfolk. ”

Martin - staff member

“ I was humbled by the genuine kindness received by this lovely, friendly young man who also gave me moral support, over and above his obligations. I can't thank this service enough and the wonderful help from the team who arranged it for me. ”

Dawn - patient supported by our volunteer

“ It has been wonderful to see and hear the difference it makes just listening to and interacting with people who are lonely. ”

Mandy - volunteer

About the Role

Project Coordinator

Hours:	22.5 Hours
Contract:	Fixed Term
Starting salary:	£31,827.00 FTE
Base:	Pottergate, Norwich. A hybrid working policy is in place.
DBS Check Required:	Not required
Closing date:	28 July 2026
Interview date:	Due to the urgent need of having someone in post we will be conducting rolling interviews, therefore early applications are advised

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit to administer the recruitment procedure for the above role. Further information can be found in our [Privacy Notice for Job Applicants](#), which is available on our website.

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

For further information about this post please contact **Faye Scott** by email: faye.scott@voluntarynorfolk.org.uk.

Please return completed applications to our **HR** by email to staffrecruitment@voluntarynorfolk.org.uk.

Please be advised that only applicants shortlisted for interview will be contacted.

Job Description

The Be Well Bus is a mobile health outreach service commissioned by NHS Norfolk and Suffolk Integrated Care Board (NSICB). The bus is modified to bring health services, information, and support directly to communities who may not access traditional healthcare settings. Specific targets are Core20PLUS5 populations, people experiencing homelessness, Gypsy, Roma, and Traveller communities, vulnerable migrants, and those living in rural and coastal areas. Services on board include health checks, smoking cessation, weight management, social prescribing, and health information and advice.

The Project Coordinator will lead on engagement, partnership management, and service performance for the Be Well Bus, working closely with statutory services, including NHS and local authorities, voluntary sector, and community partners to ensure the service delivers measurable impact for the communities it serves.

The post holder will manage the booking system, coordinate data collection and analysis, produce reports for NSICB and Voluntary Norfolk, and support provider organisations with governance and onboarding. Whilst some attendance at deployments and partnership meetings is expected, this will be primarily when setting up new users or for oversight, the role can largely be carried out remotely or from a Voluntary Norfolk office base.

The bus is contracted to operate for up to 108 deployment days between 01 July 2026 and 31 March 2027, with each deployment based on a 9-hour day. Whilst the core hours are expected to be daytime or weekday based, occasional flexibility may be required to support weekend or evening deployments.

This role requires strong analytical, communication, and relationship management skills, alongside the ability to coordinate complex multi-agency partnerships and deliver high-quality reporting within a community health and wellbeing setting.

Note on Contract Duration

This post is offered on a fixed term basis for 9 months, aligned to the current contract period (01 July 2026 – 31 March 2027). We are committed to being transparent about this position and welcome applications from candidates with an interest in community health outreach who are looking for a genuine development opportunity.

Internal candidates or those seeking a secondment arrangement are particularly encouraged to discuss this opportunity with the hiring manager.

Key Responsibilities

System & Booking Management

- Manage and maintain the Be Well Bus booking portal, ensuring the schedule is updated by close of play each week for the following week
- Ensure all bookings are made with a minimum of 14 days' notice, and manage changes and cancellations in line with contractual requirements
- Alongside Logistics Manager, coordinate and confirm deployment locations in collaboration with NSICB, using the Prioritisation Tool and Population Health Management (PHM) data to target areas of greater need
- Keep processes documented to a required standard and formally evaluate project processes and identify improvements from lessons learnt by monitoring service delivery standards and contribute to continuous improvement of systems
- To undertake training opportunities and seek to improve personal performance, contribution, knowledge and skills of self and team

- To work within the approved policies and procedures of Voluntary Norfolk and promote the values and standards of Voluntary Norfolk within the service and beyond; encouraging others to do the same

Partnership & Stakeholder Engagement

- Build strong working relationships with local authorities, NHS services, voluntary organisations, community groups, and partner agencies across Norfolk and Suffolk
- Represent the Be Well Bus service at meetings, events, and partnership forums, and Voluntary Norfolk at fortnightly mobilisation meetings and monthly contract review meetings with NSICB
- Support new provider organisations to complete and sign Memoranda of Understanding (MOUs) and understand their governance and reporting responsibilities
- Produce documents to a communication plan, including presentations, newsletters, and webpage content, and actively promote the Be Well Bus schedule through local communications channels including ICB communications teams, social prescribing networks, and community groups
- Organise and oversee project board meetings, workshops and engagement events, by managing agendas and follow-up actions
- Coordinate community engagement activity around bus deployments, working with partner organisations to maximise reach and impact
- To undertake additional tasks as reasonably requested by the Head of Commissioned Services, Chief Operating Officer or Chief Executive Officer

Data Monitoring & Reporting

- Actively negotiate timescales with stakeholders for the submission of data and information, and following up when things aren't submitted to the required standards
- Coordinate data collection across all provider organisations, including number of people supported, locations visited, and feedback forms
- Collect and analyse service data, outcomes, and operational performance information
- Deliver performance outcomes in line with service level agreements and contractual requirements
- Submit quarterly and annual reports to NSICB, and regular reports for Voluntary Norfolk
- Contribute to service development, funding opportunities, and continuous improvement initiatives
- To ensure risk assessments are carried out appropriately, ensuring client, volunteer and staff safety when tasks are being undertaken, and work within the approved health and safety policies and procedures of Voluntary Norfolk
- Maintain a live programme/ project risk register ensuring that risks are logged, tracked and updated over time.
- To report, and where appropriate, investigate any actual or potential risks, accidents, incidents, safeguarding concerns, breaches of policy, complaints or other performance matters, and communicate outcomes and implement change as appropriate
- Ensure all incidents and complaints are reported promptly to NSICB via the designated contact

Operational Support

- Liaise with provider organisations and health professionals attending deployments to confirm staffing, equipment, and service requirements
- Ensure compliance with health and safety legislation, safeguarding procedures, and organisational governance standards
- Maintain accurate service records, incident reports, and governance documentation

Person Specification

Experience & Qualifications	Essential / Desired
Educated to 'A Level' (Level 3) standard or equivalent	D
Educated to degree level or equivalent	D
Demonstrable experience of project coordination and stakeholder management	E
Previous work in the voluntary, community or healthcare sector	E
Experience of managing data systems, databases, and producing performance reports	E
Demonstrable experience of working with people from different backgrounds and cultures, preferably including work with vulnerable people	E
Experience of partnership working, including with NHS or public sector organisations	D
Knowledge & Skills	
Active listening skills and ability to build effective working relationships with diverse stakeholders	E
Knowledge of partnership governance, including MOUs and reporting responsibilities	D
Good understanding of professional boundaries in client and partner relationships	E
Knowledge and understanding of key policies e.g. Data Protection, Health & Safety, Safeguarding, Risk Management	E
Ability to analyse data, problem solve and write concise, factually accurate and outcomes-focused reports	E
Ability to work under pressure, prioritising and managing competing demands	E
Confident IT skills, including the use of Microsoft 365 (SharePoint, Outlook, Teams, Forms etc.) and relational databases	E
Ability to deliver and facilitate engagement with staff, volunteers and partner organisations	D
Knowledge of Norfolk and Suffolk, healthcare provision, community, and NHS commissioning or primary care context	D
Attributes	
Professional and person-centred approach (e.g. integrity)	E
A good team player with a flexible approach to problem solving	E
Strong written and verbal communication skills	E
Creative thinker with the ability to motivate others and build enthusiasm for the service	E
Solutions focused and demonstrable commitment to delivering high quality services	E
Self-starter, ability to work independently and show initiative	E
Ability to plan and prioritise workload in order to meet deadlines	E
Commitment to continuous professional development	E
Other Requirements	
Current full driving licence and use of a car	E
Willingness to occasionally work alone in community settings	E
Willingness to work flexibly, to travel between appointments and sites, and occasionally work unsocial hours	E

Why join us

In our organisation you can

- Be part of a great team of experienced people who are incredibly passionate about what they do
- Make a huge difference to the lives of people within our community
- Gain invaluable experience that will allow you to grow professionally
- Work in an environment dedicated to continually improving staff experience

Valuing Individual People

All members of Voluntary Norfolk staff also have access to the following benefits because we believe that all our staff members are VIPs!



Generous holiday allowances starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays and additional 3 days for Christmas closure (pro rata for part-time employees)



Competitive salary



Enhanced pension contribution - 5% employer contribution and 3% employee contribution



Flexible and hybrid working allowing you to organise your work alongside other commitments



Company sick pay



Employee Assistance Programme

– access to counselling and advice 365 days a year, 24/7



Employer-Supported Volunteering

– 2 days per annum



Volunteer Jane supporting a patient at Beccles Hospital



Sight test contributions



Voluntary Norfolk Enrichment Training



Mental health champion training



Norfolk Wildlife Trust membership
for you and your family



Bike2Work scheme



Discount schemes

We're proud of our work

In the last year...

Our volunteers dedicated **over 14,000 hours** of their time.



Over 2,900 volunteers registered on our new volunteering platform Get InVOLved Norfolk.



Over 35,000 people attended our Freshly Greated events in Great Yarmouth.

Successfully supported **59% of our clients** back into work.



Our Better Together Norfolk Team offered **5,642 hours** of peer support to those struggling with loneliness and social isolation.



Our team of non-emergency patient transport volunteers clocked up **430,642 miles** taking patients to essential medical appointments.



Our young carers team supported **1,416 people** including the young carers themselves, those who are being cared for and family members.

Our CBR Business Solutions service supported **around 500 charities and businesses** across the country with HR consultancy, DBS checks and Payroll and Auto Enrolment services.



