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## Job Title: Engagement Officer

21 hours per week - £15,346.80 (FTE £23,000 35 hrs/wk)

Fixed-term contract until 31 July 2026, with the possibility of extension subject to funding.

Closing date: Applications by end of business day Wednesday 8th of October.

Interviews: Wednesday 15th October.

Project: The Haven Community Wellbeing Project is a 3 year project to deliver free wellbeing activities led by the community for the community. In July 2022 we conducted a Community Wellbeing Consultation where 158 responses provided the evidence of need for community wellbeing support. Coming into the final year of the project will continue to deliver activities based on the community's response to the consultation and engage with the community to develop activities going forward.

## Job Description

The Engagement Officer will strengthen relationships between The Haven and the people that come into contact with it - community members, coworking practitioners, volunteers, partners and members of the organisation. This role ensures that everyone, but specifically our volunteers and members, feel valued, connected and empowered to contribute to The Haven's mission of supporting community wellbeing. As an Engagement Officer you will have the opportunity to make a positive impact within the community and contribute to the personal and professional development of volunteers.

The postholder will develop communications, organise activities, and provide opportunities for Havenites to shape and participate in projects, creating a strong sense of belonging and shared purpose.

## Key Responsibilities

### Relationship Building:

#### Volunteer Coordination

- Recruit, train, and support volunteers across Haven projects and activities.
- Provide ongoing supervision and recognition to ensure a positive volunteering experience.
- Match volunteers to suitable roles and support their development.

### Membership Engagement, Communication & Promotion:

- Develop and deliver a communications plan for members - community members, Friends of the Haven members, coworking practitioners, volunteers and participants (newsletters, email updates, social media, blog content).
- Act as the main point of contact for members, answering queries and sharing opportunities for involvement.
- Organise member-focused events, forums, and consultation sessions.
- Maintain accurate membership records and oversee renewals.

### Community Projects & Activities

- Support the design and delivery of wellbeing programmes, workshops, and events.
- Encourage inclusive participation across the community.
- Liaise with partners, organisations, and stakeholders to broaden engagement and collaborative opportunities.

### Monitoring & Reporting

- Track volunteer and member participation data.
- Gather feedback from members to inform programme development.
- Assist the Haven Manager in preparing reports for the Board and funders.

## Checklist of Additional Tasks

### Digital Engagement

- Manage Haven's website and social media content updates.
- Develop short video or social media campaigns highlighting community stories.

### Membership Development

- Evaluate the needs and experience of the Friends of the Haven members and coworking practitioners (Havenites) members and in collaboration with the Haven Manager develop a framework that meets those needs and develop the membership further.
- Coordinate member surveys and annual feedback reports.
- In collaboration with the Haven Manager develop and establish a representative of the Board

### Volunteer Development

- Establish a volunteer recognition scheme (awards, celebration events).
- Create and develop training opportunities for volunteers to expand and share their skills and knowledge
- In collaboration with the Haven Manager - develop and establish a Volunteer representative on the Board

### Community Representation

- Engage with the local community to evaluate health and wellbeing needs
- Expand on and develop further health & wellbeing activities, classes, workshops and events that are in alignment.

### Fundraising Support

- In collaboration with the Haven Manager identify and apply for funding opportunities that improve engagement and the delivery of health & wellbeing activities at The Haven.
- With the Haven Manager - coordinate and deliver classes, activities, workshops and events that raise funds that go directly towards The Haven's charitable aims.
- Encourage member-led fundraising initiatives.

### Monitoring & Evaluation

- Work with the Haven Manager to create an effective Impact Framework that informs future development of the Haven, its activities and future direction.
- Collect member case studies and stories for impact reporting.

- Collect and evaluate information for feedback to Funders and the Haven Board
- Contribute and compile information for annual reports to Funding bodies and the Haven Board

*The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post. Job descriptions should be regularly reviewed to ensure they are an accurate representation of the post.*

**Salary and Benefits:**

21 hours per week - £15,346.80 (FTE £23,000 35 hrs/wk)

Flexible working hours will be provided to accommodate the needs of the role, supporting a healthy work-life balance.

The working location will be a combination of home and office working at The Haven in Stonehaven's locations. Some evening and weekend work will occasionally be required.

**How to Apply:**

To apply for the Engagement Officer position, please submit your CV, along with a cover letter highlighting your relevant experience and why you are interested in this role.

Applications should be sent to [natalie@thehaven.co.uk](mailto:natalie@thehaven.co.uk).

The deadline for applications is **8th of October 2025**.

Shortlisted candidates will be contacted on the 10th of October to arrange interview times for Wednesday the **15th of October 2025**. Ideally the post holder to start mid November - with some flexibility.

Please note that only shortlisted candidates will be contacted for an interview.

We are an equal opportunity employer and welcome applicants from all backgrounds.