

## Pinpoint Volunteer Engagement Programme Manager

### – Personal Specification

Skills		
Ability to build effective relationships with parent carers, the staff team, partners and a range of organisations and individuals. An ability to build rapport and demonstrate empathy through face to face, written and other comms activities.	Essential	
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Ability to communicate effectively with our parent carer audience with appropriate understanding of SEND issues and audience experience influencing tone, language and content.	Essential	
To have strong presentation skills and good interpersonal skills, able to represent Pinpoint as and when needed, including delivering face to face sessions if required.	Essential	
Ability to work on own initiative, managing and prioritising workload to deadlines and confident in taking decisions having assessed priorities and risks.	Essential	
To be literate: to demonstrate a high standard of written and verbal English, commensurate with the role.	Essential	
Demonstrable ability to use Word to a high standard to prepare engagement and training materials.	Essential	

Knowledge		
Understanding of SEND issues and parental experience	Essential	
Knowledge of the voluntary/community sector organisations, in particular those working with families	Highly Desirable	
Knowledge of local service providers providing a service to families of children and young people with additional needs	Highly Desirable	
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Experience		
Experience of working with volunteers	Highly Desirable	
Experience in working in the voluntary sector, either in a paid or voluntary capacity	Highly Desirable	
Experience of delivering fast-paced environment with no additional human resource	Highly Desirable	
Experience of managing an engagement programme / volunteer programme/training programme	Highly Desirable	