

Connected Voice

Our purpose

We exist to serve voluntary and community organisations in Newcastle and Gateshead and beyond. We work to support the enduring mission of those organisations to benefit society, by reducing inequality and enriching lives.

Our Vision

Newcastle and Gateshead have a thriving voluntary and community sector that is well supported, well-connected, and has the ability to achieve its goals.

Our New Strategy: Connecting People, Supporting Action

Our [strategy](#) sets out a bold vision for the next five years; one that empowers people, strengthens partnerships, and drives meaningful change across our communities.

Join our team!

Connected Voice is committed to providing equal opportunities for all. We wish to increase the diversity of our staff and welcome applicants from all sections of the community, particularly from people with disabilities, LGBTQ+ people, and those from ethnically diverse backgrounds.

Connected Voice is looking for a Support and Development Manager who shares our commitment to equality and social justice. In this role, you will strengthen the capacity and capabilities of VCSE organisations, while representing and amplifying their voices to key stakeholders across Newcastle and Gateshead.

In 2023/24, our Support and Development team supported 582 individual organisations with funding, governance, organisational structures, policies and procedures, and organisational development. We helped organisations to secure over £2.3 million of grant funding. We held 5 networking events attended by 107 different organisations. We delivered 37 training courses on subjects including: Funding Strategy, Effective Bid-Writing, Monitoring and Evaluation, and Trustees Roles and Responsibilities.

This is an excellent opportunity for you to make a difference by leading a team supporting our local VCSE sector. You will also build your skills, experience and networks.

Other Connected Voice services:

Advocacy supporting people in vulnerable circumstances to be aware of their rights and available choices; make informed decisions; have their voice heard; participate fully in decisions; and gain the skills to self-advocate where appropriate.

Volunteering supporting employee volunteering opportunities through Sector Connector in Newcastle; working strategically with VCSE organisations in the city to share the voice of volunteers and volunteer-involving organisations with decision makers; running Gateshead Volunteer Centre.

Business Services providing financial services for the VCSE sector, including financial management, bookkeeping, and charity independent examinations.

Haref working to identify health issues that affect ethnically marginalised communities. Amplifying voices within those communities and working to reduce health inequalities linked to ethnicity and culture.

Health Equity connecting charities and community organisations to health services to improve knowledge and partnerships, digital inclusion, mental health support, and social prescribing.

VCSE Alliance supporting the development of the VCSE sector by making commissioning more accessible for smaller grassroots organisations. The partnership consists of over 140 organisations from Newcastle and Gateshead.

The benefits of working at Connected Voice:

[Our values](#) are intrinsic to the way work. We're continually striving to be an [outstanding](#) and [inclusive](#) employer. This means when you join our team you can expect:

- 29 days per annum, bank holidays plus 3 days between Christmas and New Year
- Pension scheme – up to 5% employer and employee contribution
- BUPA cash health plan
- Enhanced sickness benefit scheme depending on length of service
- Flexible and hybrid working
- Office base in a modern, environmentally friendly building
- Life insurance – two times salary cover
- Flexitime system
- Credit Union savings scheme
- Bike to Work scheme
- Corporate metro pass scheme
- 2 volunteering days per annum

Connected Voice awards:

We're dedicated to continuously enhancing our work environment for our staff and the quality of services we provide, as evidenced by the awards we have received:

- Investors in People
- Real Living Wage Employer
- We Shine Advanced
- Time to Change – Mental Health
- Better Health at Work Gold
- Investors in the Environment Silver
- Local Infrastructure Quality Accreditation
- Volunteer Centre Quality Accreditation
- Advocacy Quality Performance Mark (QPM) 2025
- Disability Confident

Job Description:

Job title:	Support and Development Manager
Salary:	£37,822 to £42,024 (negotiable depending on experience)
Hours:	37 hours per week. We have flexible working
Contract type:	Permanent
Reports to:	Deputy Chief Executive
Office base:	Connected Voice, One Strawberry Lane, Newcastle upon Tyne, NE1 4BX We have hybrid working. In this role, we ask that you spend a minimum of four days per week working in the community and /or office
Last reviewed:	November 2025

1. Job purpose

- Operational leadership and management of the Connected Voice Support and Development team, including support and supervision, performance oversight, and managing caseloads across both free and paid service offers for the VCSE sector
- Act as a key member of the Connected Voice Management team, working with Managers of the other services to develop, sustain and improve our organisation
- Provide expert advice and guidance on supporting VCSE organisations, covering key areas including funding, governance, policies and procedures, organisational development, outcomes and impact measurement
- Promote, secure, and allocate paid work within the Support and Development team, while actively contributing to the enhancement of our commercial offer

- Oversee the growth of the OurGateshead community website, maintaining its role as a key resource for Gateshead residents
- Lead the planning, delivery and evaluation of specific paid for service work and funded projects and programmes
- Manage our annual training programme, events programme and funding fair to a high standard, ensuring strong attendance and engagement
- Participate in internal and external groups that contribute to the development of the VCSE sector and society
- Ensure sustainability and ongoing development of the Support and Development service

2. Key result areas

- Work successfully as part of a team and be able to motivate individuals and a team, find solutions to competing demands, and deliver results which make a positive difference to the VCSE sector
- Contribute to the wider development and support needs of the VCSE sector in Newcastle and Gateshead as provided by our Support and Development service
- Represent and amplify voices within the VCSE sector in key meetings with the public sector, including with local authorities, combined authority and NHS
- Liaise with and maintain good relationships with charitable trusts, foundations and other funding organisations which support VCSE organisations
- Identify and provide information on emerging issues that affect VCSE organisations, and ensure this is shared with our stakeholders
- Regularly contribute to Connected Voice e-bulletins, social media, magazine and websites
- Seek and collate views from the VCSE sector, undertake surveys and produce research and monitoring reports as necessary

- Take responsibility for specific projects as agreed with the Deputy Chief Executive and/or Chief Executive

3. General requirements

- To contribute to developing Connected Voice and all its services
- To attend staff meetings, team meetings, supervision, annual appraisal and other meetings as required
- To lead on producing regular monitoring and evaluation reports
- To maintain up to date knowledge and skills required to fulfil the duties of the post
- To work within our Connected Voice values, policies and procedures in particular health and safety, equity, diversity and inclusion, data protection, code of conduct and confidentiality
- To ensure equity, diversity, inclusion is upheld in our work
- To service own administrative needs and be responsible for organising and prioritising own workload
- To carry out occasional other duties as agreed in line with the aims of Connected Voice

4. Person specification

Essential requirements necessary for the role to be evidenced on the application form and at the interview:

- Experience of working in or with the VCSE sector, with strong insight into its achievements, challenges and needs, particularly among small to medium sized organisations
- Experience of leading and managing diverse teams and supporting staff members to achieve
- Experience of working across boundaries, in a partnership environment with public, private and VCSE sector organisations
- Experience of securing and managing grants and contracts, and generating income from selling services

- Experience of representing views and building relationships
- Experience of designing and delivering training
- Experience of working at a strategic level
- Ability to give advice and guidance on setting up, running and closing VCSE organisations. Training and support can be provided.

Personal attributes and values to be demonstrated at the interview:

- Commitment to the purpose, values and aims of Connected Voice
- Commitment to detail, ensuring work is understandable, accurate, and concise
- Commitment to equity, diversity and inclusion
- Enthusiasm, energy, and resilience to work in a fast-paced environment managing multiple and competing demands
- Commitment to working within professional boundaries
- Willing to work in co-operation with team members across service areas
- Commitment to good organisational and time management
- Willing to work flexibly and creatively within their role
- Commitment to continuous professional development

5. Equality and Diversity

Connected Voice is committed to promoting equality and diversity and will take steps to challenge discrimination, harassment and victimisation in everything we do.

No organisation or individual to whom we provide services will be disrespectfully treated or discriminated against by us on any condition or requirement that cannot be shown to be justified including but not limited to the nine protected characteristics defined in the Equality Act 2010.

6. General Data Protection Regulation (GDPR)

Connected Voice has included with the application pack the Employee Data Protection and Privacy Policy which sets out information in relation to the processing of employee and recruitment data.

The information you provide on the application form is strictly confidential. It will only be seen by the interview panel and recruitment administrator. However, if you are offered employment with us, it will be placed in your personnel file to which only the Chief Executive, Office Manager, Chair and Vice Chair will have access. If appointed the application form will be kept for the duration of your employment and for nine months afterwards. If you are unsuccessful in your application for

employment, your application form will be held for six months following your interview in the event there are any queries and will then be shredded.

As part of our assessment, we may have to carry out checks to verify the information provided by you. We may obtain information about you from third parties (including referees) and disclose your personal data to certain third parties such as law enforcement bodies for this purpose.

7. Terms and Conditions

Holidays:	29 days per annum, bank holidays plus 3 days between Christmas and New Year
Pension:	Scottish Widows pension scheme – up to 5% employer and employee contribution
Probation:	6 months
Notice	A minimum notice period of 2 months on either side is required

8. Changes to job descriptions

All jobs are subject to change from time to time and this job description will be reviewed regularly.

The job description is a guide to the work required to be undertaken and represents a range of responsibilities in line with the grade for the post.

9. Advice to candidates

Before completing the application form, carefully read through the Job Description and Person Specification. Bear in mind the requirements of the job and use the form to explain how you meet the criteria. You **should not enclose a CV** as this will not be considered. If you have not heard from us, please assume that your application has been unsuccessful.

Please return your application by **12.00 noon on 11 December 2025**. We will hold in person interviews on **17 December 2025**. All forms should be returned to Judith Temple at judith.temple@connectedvoice.org.uk