

A woman with dark hair in a bun, wearing a white hoodie, is kneeling on a light-colored wooden floor. She is holding a small, round, light-colored object in her hands, and a golden retriever is standing on its hind legs, reaching up with its front paws to touch the object. The dog's tongue is out, and it appears happy. In the background, there is a beige sofa and a window with sheer curtains. A curved banner in the top right corner contains the text "LOVE WITHOUT LIMITS".

LOVE WITHOUT LIMITS

Edinburgh

**Dog
&
Cat**

Home

Volunteer and Engagement Manager
Full Time, 1 year Fixed Term (Maternity cover)
Application Pack



Edinburgh

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&
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Home



WHO WE ARE

Here at Edinburgh Dog and Cat Home, we strive to make sure that every pet has the loving home it deserves, and we get our claws into our cause.

OUR MISSION

When a pet is part of the family and already has a loving home, we want to keep them there whenever possible. But sometimes, caring for dogs and cats means coming to the Home and finding a new loving family is best for them.

We're here to help pet owners, for when circumstances have changed through our Pet Foodbanks, by offering training or through raising awareness of issues for pets to deliver lasting change. Our priority is to help keep families together and be there when people and animals are in need.

We're a small but dedicated team united by our unconditional love of animals and our dedication towards their care, whatever it takes!



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ROLE DESCRIPTION

PURPOSE OF THE ROLE

The Volunteer & Engagement Manager will be the driving force behind the Edinburgh Dog and Cat Home's volunteer strategy, promoting, supporting and expanding innovative and effective volunteering initiatives which support the Home's wider strategy.

They will manage all aspects of the volunteer programme including, recruitment, training and ongoing support and development across the organisation. They will promote, coordinate and develop the Home's volunteering programme in line with the wider volunteer strategy which involves, managing and supporting the Community Engagement Coordinator, liaising and working in partnership with every department across the Home whilst ensuring the expansion and success of the volunteer programme.

KEY RESPONSIBILITIES

VOLUNTEER PROGRAMME

VOLUNTEER RECRUITMENT, TRAINING AND SUPPORT.



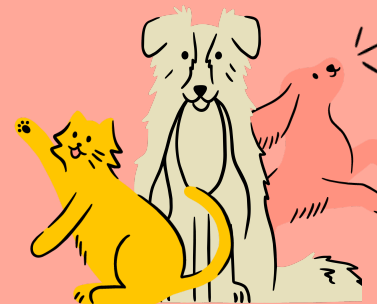
- Work with departments across the Home to identify organisational needs related to volunteering.
- Utilise the Home's current systems (Beacon and website) to recruit volunteers and match them to roles.
- Provide full induction, training and ongoing support to volunteers.
- Ensure volunteers feel welcome, wanted and appreciated.
- Act as an ambassador for volunteering at the Home and ensure its successful promotion across a range of sectors including community and corporate.
- Develop and maintain links with external training providers for the progression of volunteers.
- Monitor and review volunteer placements to ensure volunteers receive enough support and achieve their goals.
- Support colleagues acting as the main contact point with the full lifecycle of volunteer management, as required.
- To work in partnership with colleagues to ensure volunteers support their work, problem solving issues that may be raised.
- Develop and promote a volunteer strategy in line with the organisations wider strategic aims.

VOLUNTEER MANAGEMENT

- Develop good practice policies and procedures in volunteer management and ensure the Home's staff are fully trained in these practices.
- Manage the volunteer database appropriately and ensure this is maintained to the highest quality.
- Work with staff to develop new volunteering opportunities within the Home.

PARTNERSHIP WORKING

- Develop and maintain good working relationships and referral pathways with relevant organisations who provide training and volunteering opportunities for volunteers.
- Identify, develop and maintain relationships with local community groups and other organisations and businesses to organise and host community events and activities.

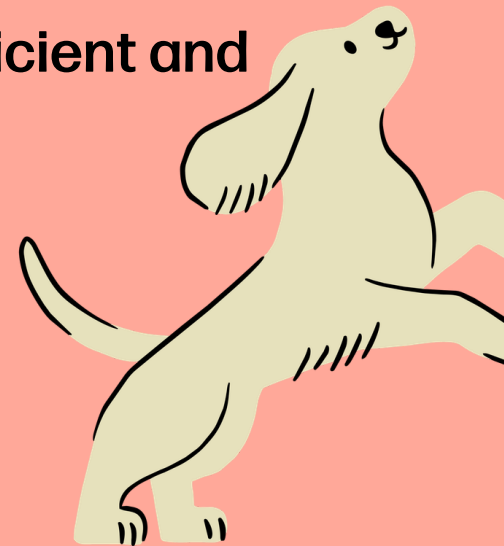


PROMOTION

Support with the promotion of the Home's volunteering and community engagement activities via social media and on the website.

FINANCIAL

Manage the budget for your areas of responsibility, keeping efficient and accurate records.



COMMUNITY ENGAGEMENT

WORK WITH, MANAGE AND SUPPORT THE COMMUNITY ENGAGEMENT COORDINATOR

- Support with developing, promoting and delivering a community engagement volunteer strategy and programme in line with the organisations wider strategic aims.
- Provide guidance, support, reviews and development.

DELIVER AN EFFICIENT AND EFFECTIVE VOLUNTEER-LED COMMUNITY ENGAGEMENT PROGRAMME

- Targeting key areas, businesses and organisations relevant to the Home's audience
- Targeting key areas, business and organisations that will provide wider brand awareness
- Adhering to the brand guidelines and ensuring promotion of agreed key messaging
- Develop volunteering opportunities in areas out with Edinburgh that are supported by the Home's services

PET FOOD BANK

WORK WITH, MANAGE AND SUPPORT THE FOOD BANK COORDINATOR

- Support with developing, promoting and delivering a Pet Food Bank programme in line with the organisations wider strategic aims.
- Provide guidance, support, reviews and development.

DELIVER AN EFFICIENT AND EFFECTIVE PET FOOD BANK SERVICE

- Targeting key areas, business and organisations to support communities
- Targeting key areas, business and organisations that will provide wider brand awareness, accessibility and reach
- Adhering to the brand guidelines and ensuring promotion of agreed key messaging
- Develop volunteering opportunities in areas out with Edinburgh that are supported by the Home's services



REPORTING

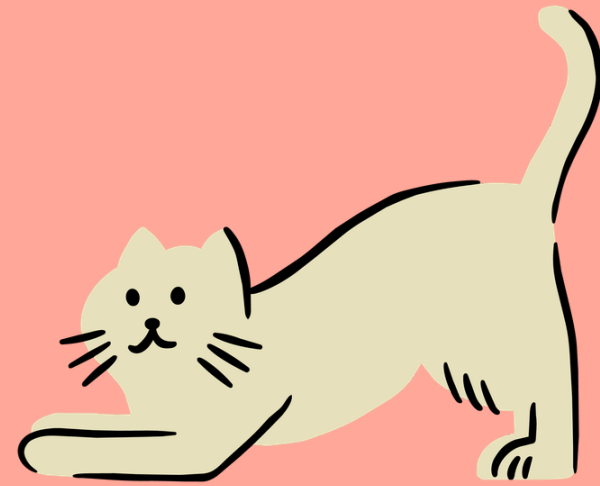
- Work with the People and Culture Manager to continue to develop, manage and report on activities, budgets and forecasts for your areas of responsibility, as appropriate.
- Identify, monitor and report on Volunteering and Community Engagement activities, ensuring all activities are in line with the Home's wider strategy.

COMMUNICATIONS

- Work closely with the Communications team to maximise promotional activities in relation to your area of responsibility.
- Contribute to the Home's newsletter and email marketing to ensure community activities are being represented accurately and consistently.



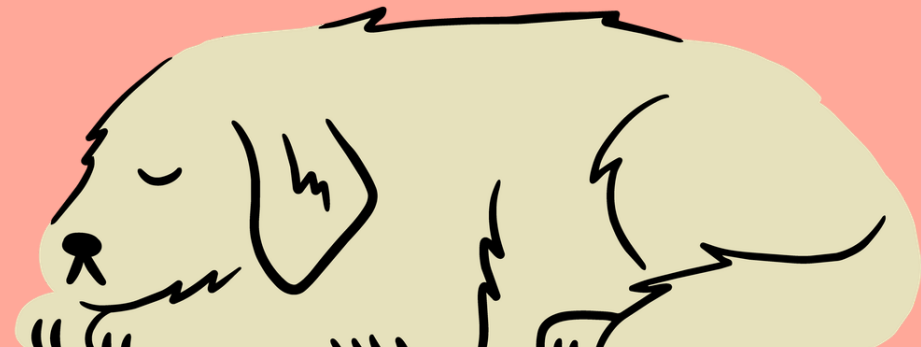
OTHER DUTIES



- Keep abreast of current sector specific legislation, best practice and innovation, sharing knowledge with colleagues as appropriate and applying it to your areas of responsibility.
- Commitment to continuous development of skills and knowledge required for the post, undergoing training and review as agreed with the People and Culture Manager or required by the Home.
- Support with the Home's annual Community Day, assisting both with preparations for the event and support on the day. -Champion the Home and its work at all times in a professional, friendly and engaging manner, adhering to the Home's brand guidelines and key messages.

KEY ORGANISATIONAL RELATIONSHIPS

- Work collaboratively with the Communications team to share volunteering and volunteer-led community activities across all channels and platforms.
- Work with the People and Culture Manager to continue to develop and deliver the volunteer strategy



ANIMAL WELFARE

- You will have occasional contact with animals and pet owners who use our services as part of your role, so you must feel comfortable working with dogs and cats and empathy for animal welfare and tackling pet poverty.

Please note that this job description is not an exhaustive list and there may be other duties or responsibilities required that are not detailed in this document



PERSON SPECIFICATION

ANIMAL WELFARE

You will have occasional contact with animals and pet owners who use our services as part of your role, so you must feel comfortable working with dogs and cats and have an understanding of and empathy for animal welfare and tackling pet poverty.

	ESSENTIAL	DESIRABLE
EXPERIENCE	At least 2 years experience in recruitment & management of volunteers. Previous experience in management of community activities Experience in developing and executing a volunteer strategy Experience in coordination of multiple projects Line management experience Previous experience working with a CRM system Managing & developing budgets	Previous experience within an animal welfare charity Previous experience within a Food Bank setting

PERSON SPECIFICATION

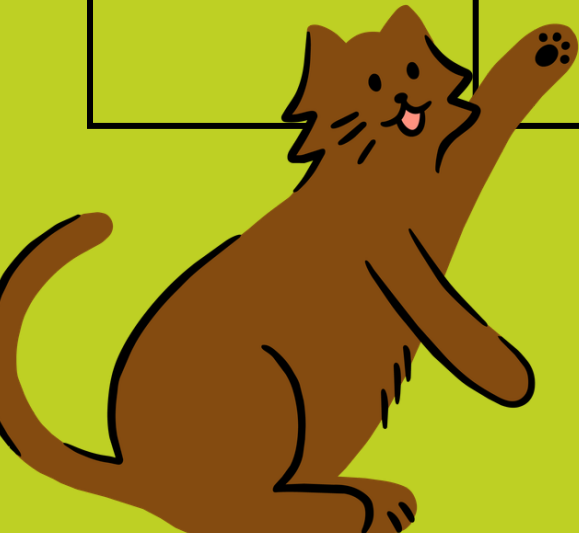
	ESSENTIAL	DESIRABLE
SKILLS AND KNOWLEDGE	Excellent interpersonal and communication skills, both written and verbal Experience of volunteer recruitment, management and retention Experience of managing multiple projects cohesively Flexibility and Adaptability Passionate about the benefits of volunteering to volunteers, organisations and the community CRM system experience Excellent record keeping Outstanding organisational and project management skills	An understanding and compassion for the impacts of poverty & social issues within the community

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
PERSONAL ATTRIBUTES	Friendly, confident, approachable, outgoing and positive Highly motivated and able to juggle a varied work role Attention to detail Flexibility and Adaptability Passionate about supporting pets and their owners Passionate about developing and delivering projects Must be able to work independently and as part of a team	Interest in the welfare of dogs and cats Understanding and compassion for the issues owners and their pets may face Compassion and understanding for those affected by poverty

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
OTHER REQUIREMENTS	Fully computer literate with all Microsoft packages	Full UK driving licence



Role: Volunteer and Engagement Manager

Reporting to: People and Culture Manager

Location: Hybrid – We offer hybrid working with the option to discuss flexible and compressed hours.

There is an expectation of a minimum of 1 day per week working on site at Edinburgh Dog and Cat Home and home working for the rest of the week.

Some travel will be required as part of the job role.

Starting Salary: £35,000

35 hours per week. Occasional work on evenings or weekends will be required. This will accrue TOIL in line with the Home's policies.

This is a fixed term maternity cover position, expected to start in mid-October and last for up to 12 months. The actual duration will depend on the postholder's return date.

Staff Benefits:

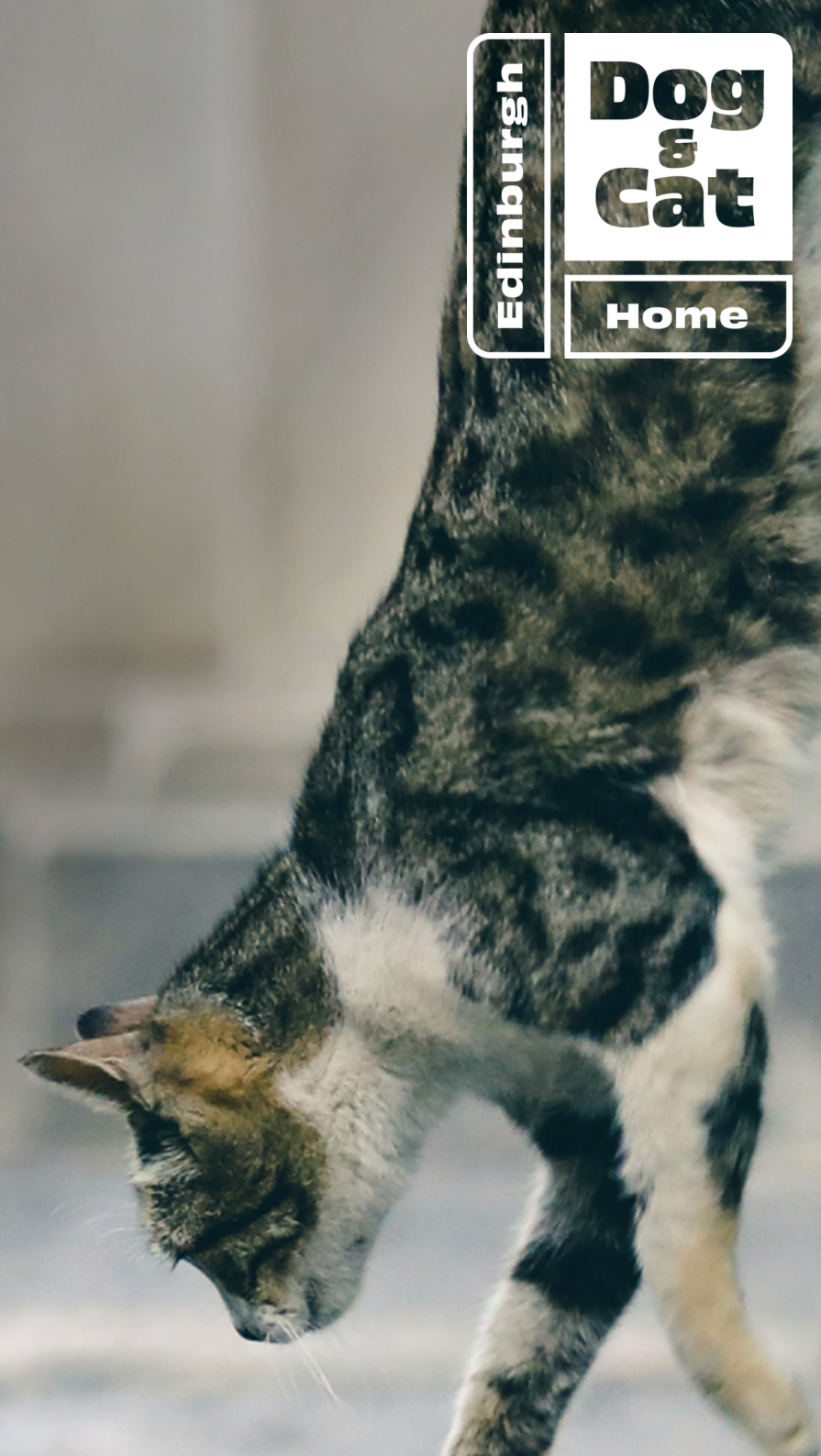
- Enhanced holiday + bank holidays, increasing with length of service
- Generous pension scheme
- Life Insurance
- Enhanced parental leave
- Employee Assistant Programme
- Staff wellbeing programme
- Winter flu vaccinations
- Uniform allowance

+Many more

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HOW TO APPLY

Submit your CV and a covering letter to recruitment@edch.org.uk by Wednesday 16th September 2026 at midday.

Interviews will likely be held the week commencing Monday 28th September 2026