



Volunteer and Engagement Coordinator

Closing date 01 June 2026



Would you like to help shape and grow volunteering at Leeds Civic Trust?

The Trust could not achieve its objectives without the many volunteers who support every aspect of our work. For that reason we have decided to create a new role to work with our volunteers, staff team, members, supporters and partners to build and sustain an active, engaged and welcoming volunteer community.

Our new Volunteer and Engagement Coordinator role is an exciting opportunity to support this vital part of our work.

As a small, busy and committed team, we all take a “muck in” approach to our work. The role is varied, and at times you may be managing multiple priorities at once. However, the breadth of activity across the Trust makes this a rewarding role, combining routine coordination with new and creative development work.

Who are we looking for?

Reporting to the Head of Heritage, Engagement and Partnerships, this role is responsible for leading the coordination, recruitment, support and development of volunteers across Leeds Civic Trust.

You will be the key point of contact for volunteers and will play a central role in ensuring they have a positive and consistent experience. This includes delivering inductions, supporting training, maintaining records, and ensuring volunteers are engaged, supported and valued throughout their involvement.

You will also work closely with staff to identify opportunities for volunteers to contribute to projects across planning, heritage, transport, research and education. A key part of the role will be helping to develop new volunteer roles and working groups that support the Trust’s wider work.

This is a hands-on, people-focused role requiring strong organisation, excellent communication skills, and the ability to build positive relationships with a wide range of individuals and groups. You will be confident managing data and producing reports, as well as supporting communications such as newsletters and social media content.

Above all, you will be motivated by helping people feel connected, included and able to contribute meaningfully to the work of Leeds Civic Trust.

About Leeds Civic Trust

Leeds Civic Trust is an independent, non-political, educational charity established in 1965. We work to make Leeds a better place for those who live, work and visit here, with a particular focus on architecture, design, heritage, transport and the built environment.

Our activities include:

- Supporting and influencing the city’s built environment through planning engagement and public consultation responses

- Maintaining an interest in the historic fabric of the city including monitoring buildings at risk
- Delivering blue plaques to mark significant people, places and events in Leeds
- Contributing to and influencing the development of transport and active travel initiatives and supporting the development of the city's greenspaces and waterways
- Organising talks, debates and public events with civic and business leaders, historians and stakeholders
- Supporting major public programmes such as Heritage Open Days and the Leeds Architecture Awards

In recent years, the Trust has developed an ambitious vision to diversify its work, reach new audiences and ensure it remains a relevant and influential voice in the city's future.

Volunteers are central to this ambition, and this role will help shape how we grow and support that contribution.

Our working conditions

This role is offered on a full-time basis (35 hours per week, Monday to Friday) with a salary of £30,000–£32,500 per annum depending on skills and experience.

The post will be based in Leeds, with some flexibility for hybrid working agreed with the line manager. However, the role requires regular in-person presence to support volunteers and coordinate activity and we would anticipate that the postholder would spend the majority of their time working out of our city centre office

Occasional evening or external event attendance will be required, for example attending volunteering events, meetings or other civic engagements. Time worked in these circumstances will be given back as time off in lieu (TOIL).

We offer 25 days' annual leave plus bank holidays, and the period between Christmas and New Year when the Trust is closed. We also offer a contributory pension scheme.

The postholder will report to the Head of Heritage, Engagement and Partnerships and will work closely with staff, trustees, committee chairs and volunteers across the organisation.

Main areas of responsibility

Key Accountabilities

- Lead the recruitment, selection and induction of volunteers across Leeds Civic Trust
- Develop and deliver a consistent volunteer journey, ensuring volunteers feel supported, informed and valued
- Coordinate and maintain communication with all volunteers, including experienced panels and chairs
- Identify and develop new volunteering opportunities aligned with the Trust's work

- Work with staff to match volunteer skills to project and organisational needs
- Maintain accurate volunteer records, databases and reporting systems
- Monitor volunteer activity, including hours, participation and outcomes
- Produce reports and summaries to support organisational reporting and evaluation
- Support the creation of volunteer communications, including newsletters and social media content
- Promote volunteering opportunities externally and help widen participation across diverse communities
- Represent Leeds Civic Trust at volunteer networks, fairs and external engagement events
- Ensure volunteering activity aligns with the Trust's Volunteering Charter and charitable objectives
- Support recognition of volunteer contribution and ensure appropriate appreciation and feedback systems are in place
- Develop a menu of volunteering opportunities for external partners and collaborators to support their ESG objectives
- Other duties as required by your line manager

Skills & Experience

- Experience of working with volunteers, community engagement or coordination roles
- Experience of recruitment, induction or onboarding processes
- Strong organisational and administrative skills
- Ability to manage and maintain accurate data and reporting systems
- Excellent written and verbal communication skills
- Experience of building and maintaining relationships with a wide range of stakeholders
- Ability to motivate, support and engage volunteers effectively
- Confidence using IT systems including databases, spreadsheets and basic reporting tools
- Understanding of good practice in volunteer management
- Ability to work independently and manage competing priorities
- Commitment to inclusion, equality and widening participation

Desirable:

- Experience in the charity, heritage, development or cultural sector
- Experience developing volunteer programmes or new volunteer roles

- Experience producing communications such as newsletters or social media content
- Interest in planning and development, heritage, transport, research or learning

This job description is not exhaustive

The postholder may be required to undertake other reasonable duties in line with the nature and level of the role.

How to apply

The closing date for applications is **17:00 on 01 June 2026**

You should submit a covering letter (no more than two sides of A4) explaining why you are applying for the role and how you meet the criteria described below, together with a copy of your CV. You should email these to office@leedscivictrust.org.uk

We will confirm receipt of your application by email but are unable to provide feedback to applicants who are not invited for an interview. If you do not hear from us two weeks after the deadline, you should assume that your application has been unsuccessful on this occasion.

If you wish to make any informal enquiries about the post, please indicate this in your email.

We anticipate that interviews will be held **week commencing 08 June 2026**

Shortlisted applicants may be asked to provide additional information which will be assessed as part of the interview process.

| CRITERIA FOR ASSESSMENT | METHOD OF ASSESSMENT | |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| ESSENTIAL | | |
| Qualifications | An excellent standard of written and spoken English. Candidates should either be able to provide evidence of qualifications at a level commensurate with the job description or equivalent experience. | Application |
| Experience | <p>We would expect applicants to be able to provide examples of work in the following environments:</p> <ul style="list-style-type: none"> • Experience developing or improving programmes, systems or processes • Ability to identify opportunities and implement new initiatives • Experience coordinating or managing volunteers across a programme or organisation • Understanding of safeguarding and safe volunteer management practices • Experience supporting committees or groups • Experience supporting events, workshops or engagement activities | Application/ Interview |
| Essential Skills | <ul style="list-style-type: none"> • Understanding of volunteer lifecycle (recruitment, induction, retention, recognition) • Ability to design initiatives that sustain long-term volunteer involvement • Experience managing databases and producing reports to support decision-making • Ability to analyse and present data clearly • Ability to use your own initiative, manage time effectively and to prioritise tasks • Excellent attention to detail • Excellent written and verbal communication • Strong IT skills including working knowledge of Microsoft Office • Ability to communicate effectively with a wide range of audiences, including volunteers, partners and stakeholders • Good team-working skills • An appreciation of the importance of workplace health and safety | Application/ Interview |
| Personal Attributes | <ul style="list-style-type: none"> • A professional, collaborative and open working style • A creative person who is approachable and open to new ideas • Experience of engaging with different organisations and people | Application/ Interview |

| DESIRABLE | | |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Further Attributes | <ul style="list-style-type: none"> • An understanding of the demands of working as part of a small team • Experience working with external partners, businesses or corporate volunteering programmes • Experience working with diverse communities • A broad interest in and support for the values of Leeds Civic Trust • Experience using digital communication tools (e.g. email platforms, social media, CRM systems) to engage audiences • Some familiarity with Leeds as a place | Application/ Interview |