



# Challengers

Recruitment pack

Community &  
Volunteer Manager



# ABOUT US

Challengers is a charity dedicated to transforming the lives of disabled children, young people and their families through the power of play. We provide safe and inclusive spaces across the South East where disabled children aged 2-18 can come together to have fun, make friends and learn valuable life skills, while giving their families essential respite from care responsibilities.

Social isolation is an epidemic among the UK's disabled children and their families. While their non-disabled peers have access to clubs, hobbies and playdates, most disabled children have home, school and little else in between.

Challengers is a place where disabled young people can come together to have fun, make friends and try exciting new things in a safe and inclusive environment.

Challengers was established over 45 years ago to help address this inequality, but demands for our services continues to grow and is still as needed today.

We recently launched our new 5-year strategy, outlining our plans to grow our services and help 1000 families through delivery 100,000 hours of support by 2029.

**We want to support more families who need us and raise awareness to build a more inclusive society. Are you ready to join us on this journey?**

## Our services

### Pre-school

Inclusive Pre-school setting for disabled and non-disabled children aged 2-5

### Play and Youth schemes

Opportunities for children aged 4-12 and young people 13-18 to play, have fun and make friends

### 555 Service

Alternative provision for disabled individuals aged 8-18 who are out of education

### The Hub

Free holistic support and events for families of disabled children and the wider community





# OUR IMPACT



Sadly, 59% of families using Challengers have experienced exclusion from other settings. But Challengers is different – we will never exclude a disabled young person from our services because of their complex needs or financial situation, and we make it possible for everyone to have fun and be included.

**90% of parents agree that Challengers helps to reduce their child's loneliness**



**85% say Challengers helps to build a more inclusive community**

**"Being a parent carer of a disabled child can be exhausting, and Challengers gives us respite which is really important for our family.**

**I can relax knowing my son is safe to play and be around others, in a place where he will never be judged."**

Selina, Challengers Mum





# BENEFITS



**In addition to joining our fun and friendly community, you'll have access to a range of great staff benefits**

## **Flexible working hours and TOIL**

Our usual working hours are from 9am to 5pm, but we are open to discussing flexible working patterns. On occasion where staff members are required to work outside of their usual working hours, we offer Time Off in Lieu. - TOIL

## **Hybrid working**

Our roles allow for hybrid working, with 60% of time spent in the office. The remaining 40% can be spent working from home to support your work-life balance.

## **32 days of annual leave (pro rata)**

Our staff get 32 days annual leave (including Bank Holidays) with extra for long service and after your first year of service you'll get your birthday off! Plus, our offices are closed for Christmas and New Year.

## **Pension**

We offer a NEST pension with ethical savings and 3% employer contribution.

## **Advanced sick pay**

We offer enhanced sick pay .

## **Sabbatical leave**

We offer career breaks after 3 years of service, allowing you time to rest and recharge.

## **Complimentary tea and coffee**

Our offices are always stocked with complimentary tea and coffee to keep you going!

## **Dedicated Wellbeing Champions**

Our Wellbeing Champions are here to lend a listening ear, offering you a chance to talk openly about any concerns you might have.

## **Central locations**

Our two office sites are located on Guildford's beautiful Stoke Park, and a stone's throw from Farnham town centre, allowing you to step away from your desk and enjoy local amenities on your lunch break.

**We're proud to be:**





# JOB DESCRIPTION



**Role:** Community & Volunteer Manager

**Salary:** £29,000 – £33,000

**Hours:** 35 hours (full time)

**Contract:** Permanent

**Location:** Primarily based at our Guildford site (GU1 1TU) with flexible work options

## About the role:

As Community & Volunteer Manager, you will play a vital role in growing community support and volunteer engagement to help fund and deliver play and leisure opportunities for disabled children and young people. Working within a passionate and collaborative fundraising team, you'll take the lead on building relationships with local community groups, supporting grassroots fundraising initiatives, and nurturing our brilliant network of volunteers. This role is key to expanding our reach and income in an area with exciting potential for growth. Together with the Community and Events Manager, you'll be responsible for meeting ambitious income targets, raising awareness of Challengers' work, and ensuring every supporter and volunteer feels inspired and valued.

## Duties & Responsibilities

### Community Fundraising Development

- Lead and grow the community fundraising pipeline — building strong, positive relationships with schools, community groups, golf clubs, and other local networks to hit your income target.
- Be a confident, outgoing presence in the community, representing Challengers at public events, using your people skills to inspire others to get involved and support Challengers' mission.
- Plan and deliver Challengers' community-style fundraising events (e.g. street collections), managing everything from marketing and logistics to event delivery and post-event evaluation.
- Support third-party and external fundraising events, offering guidance, materials, and event-day support to ensure success.



# JOB DESCRIPTION



## Duties & Responsibilities

### Volunteer Management

- Manage and grow an engaging programme of volunteer events and opportunities.
- Recruit, onboard, and retain a diverse group of dedicated volunteers.
- Prepare and distribute volunteer briefings ahead of events and activities.
- Attend volunteer-led events to offer support and strengthen volunteer relationships.
- Develop clear processes, guidance, and training for volunteers in line with organisational policies and procedures.

### Relationship Management

- Build and maintain strong relationships with community supporters, volunteers, and event participants.
- Ensure everyone involved in Challengers' community fundraising and volunteering feels valued, supported, and connected.

**This is not an exhausted list-no job can be fully defined in one neat list. We will be looking for your flexibility to carry out other duties as may be responsibly required by your line manager to meet the changing needs of the department.**





## For this role, you will have:

### Knowledge

- Knowledge and understanding of or the willingness and commitment to develop knowledge of fundraising principles, law, regulations and good practice processes and techniques.
- Awareness of key fundraising approaches, particularly in community fundraising, events and volunteer engagement.

### Experience

- Proven experience delivering community fundraising and volunteer programmes, including successful events and campaigns — ideally within the charity or nonprofit sector.
- Strong track record of meeting and exceeding income targets through focused, hands-on fundraising activity.
- Skilled in building and managing stakeholder relationships across internal and external audiences.
- Confident in creating compelling fundraising materials and supporter journeys, with a strong focus on excellent supporter care.
- Comfortable using data and insights to manage pipelines, evaluate outcomes, and juggle multiple priorities in a deadline-driven environment.

### Skills and abilities

- A proactive self-starter with strong project management and organisational skills, able to take ideas from concept through to successful delivery.
- Excellent interpersonal and communication skills, with the ability to build rapport and clearly convey ideas to a wide range of audiences.
- Confident using MS Office, CRM systems (ideally Salesforce), and digital tools including Canva, WordPress, Dotdigital, and social media advertising.
- Comfortable using data and digital insights (e.g. Google Analytics) to inform and improve campaigns.
- Flexible and reliable — willing to travel and work occasional evenings or weekends, with a full UK driving licence and access to a vehicle.

Confidence can sometimes hold us back from applying for a job, but there is no such thing as the perfect candidate and Challengers is a place where **everyone** can grow. We follow equal opportunities so however you identify and whatever background you bring with you, please apply if this is a role that would make you excited to come into work every day.





# LOCATIONS



We have offices in Guildford and Farnham - you'll work here if you're part of our office-based support functions.

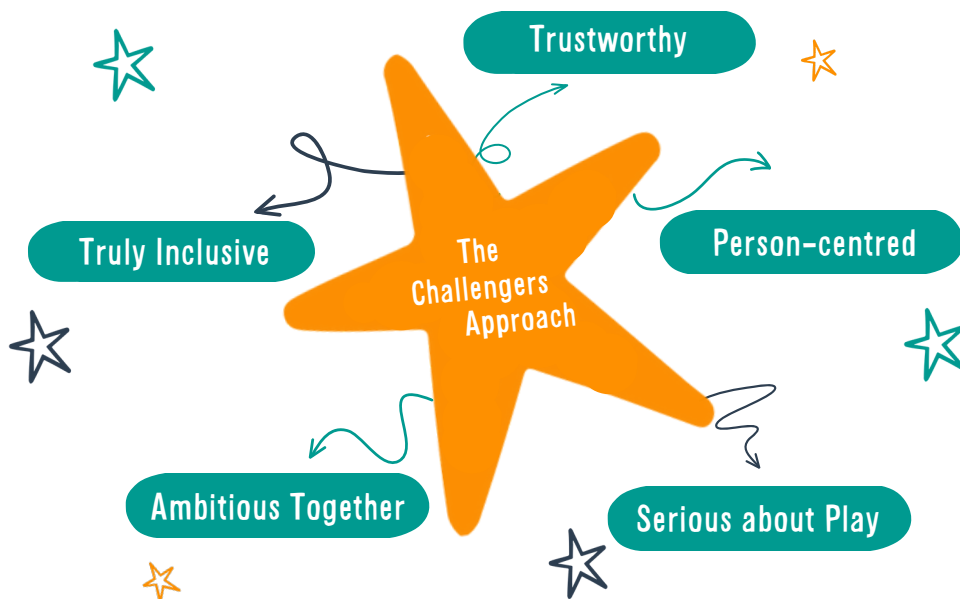
We operate our Pre-school, Play and Youth schemes, and alternative provisions in locations across the South East of England, so if you're working with children and young people you'll be based at one (or more) of these locations.

## Where you'll find us



# OUR APPROACH

Our approach is built on a foundation of our inclusive culture and five strong values which shape everything we do – how we look after, motivate and develop our employees. We call this the **Challengers Approach**.



Each year we celebrate our staff at our Summer party, with awards for individuals who have embodied the Challengers Approach.

Alongside our approach, we have 4 main aims as part of our 5-year strategy. These will guide the charity's strategic direction until 2029, when we celebrate Challengers' 50th birthday.



**Enrich** the wellbeing and confidence of disabled children and young people



**Advocate** for families and challenge barriers that exclude them



**Connect** families to reduce isolation and build a community of support



Generate as much net income as we can to **invest** in our vital services

# TEAM ORANGE



**We like to think of Challengers as a big family, where everyone is welcomed, accepted and celebrated for who they are.**

Together we're part of Team Orange, and we're on a mission to change the world for the better!



"The children remind me of why I do what I do, and this helps me to keep focused on developing myself and my role further, as I see them doing the same everyday!"

Challengers Playworker



93% of staff agree that Challengers fosters an inclusive work environment



96% of our staff agree they are part of a supportive team





# Sound good? Apply to join our team

To apply for this role, please fill out the recruitment form on our website and submit your CV.

We'll send you an email response confirming the submission of your application. If you don't get this, please contact us at:

**[recruitment@disability-challengers.org](mailto:recruitment@disability-challengers.org)**

Interview date(s): **Interviews on a rolling basis**

## Safer recruitment policy

Challengers is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful candidates will be subject to an enhanced DBS Check and satisfactory references.



# APPLY NOW