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3 July 2025

Dear Applicant,

Thank you for your interest in the post of Interim Voice and Representation Manager.

In this pack you will find:

- Job Description
- Person Specification

On our website at metrocharity.org.uk/jobs you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than **9:00am on Monday 21st July 2025** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews will take place on Thursday 24th and Friday 25th July 2025.

For further information regarding this post please contact **Mark Delacour** on 020 8305 5000 or by email mark.delacour@metrocharity.org.uk.

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	Interim Voice and Representation Manager
Employment status	Part-Time
Duration	Three Months
Salary/Wage	£38,109 pa pro rata
Hours	14 hours a week, Monday – Friday
	This post would suit applicants looking for flexible, part-time work.
Line manager	Director of External Affairs
Coordinated by	N/A
Employer	METRO Charity (The Metro Centre Ltd)
Location	METRO Woolwich

Job outline

The role of the Interim Voice and Representation Manager is to work with the Director of External Affairs and Voice and Influence Programme Manager in the management and coordination of the core Capacity Building and Infrastructure Support Service. This will primarily be through leading on the delivery of key outcomes and outputs within the service to facilitate improved governance and operation of voluntary sector groups and organisations. It will also mobilise new programmes due to come online within the service and support the longer-term sustainable delivery of METRO GAVS. In addition, the role will work to promote and represent the interests of the voluntary sector, including local communities, with strategic stakeholders in the Royal Borough of Greenwich.

Programme

The [Capacity Building and Infrastructure Support Service](#) supports the establishment, governance, operations, and delivery of voluntary and community sector (VCS) groups and organisations within the Royal Borough of Greenwich. This is delivered by ensuring

that the back-office functions of VCS groups and organisations are effective, the service supports them to be key stakeholders within the borough. Moreover, it fosters the development and delivery of robust projects, programmes, services, and activities that people both want and need. Finally, the service facilitates the sustainment of strong, professional, and beneficial relationships with local communities, groups, and organisations across the statutory and voluntary sectors within the Royal Borough of Greenwich.

Main tasks

1. Responsible for the mobilisation of the Greenwich Community Accountancy Programme, including staff recruitment and onboarding.
2. Hold responsibility for programme management processes, including budget monitoring and future spend forecasting, monitoring and evaluation, and the professional relationship(s) with current funding partners, attending relevant meetings as and when required.
3. Promote and represent the interests of the voluntary sector, including local communities, with strategic stakeholders in the Royal Borough of Greenwich.
4. Deliver capacity building and infrastructure support with the voluntary sector including fundraising, bid writing, and governance.
5. Provide additional capacity within the METRO GAVS Team and other projects, programmes, services and activities being delivered, including the [Greenwich Hub for Influence, Voice, and Engagement](#), and [Greenwich Giving](#).

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Educated to degree level or five years' experience of project and/or programme management		Essential	Application
At least four years' experience of working with the Voluntary Sector to develop their voice, capacity, and representation		Essential	Application / Interview
Experience of supporting infrastructure development within the Voluntary Sector (i.e. with fundraising, bid writing, and governance)		Essential	Application / Interview
	Able to manage and produce programme reports to funders and/or commissioners, and interpret qualitative and quantitative data	Essential	Application / Interview
Experience of successfully mobilising new projects, programmes and/or services		Essential	Application / Interview
Experience of recruiting, training, and managing a team of staff and/or volunteers		Essential	Application / Interview
Experience of working diplomatically in a		Essential	Application / Interview

complex stakeholder environment, including individuals, groups, and organisations from a range of protected characteristics and intersectional identities			
	Familiar with and able to use and develop a range of social media, databases, and Microsoft Office 365 applications	Essential	Application / Interview
	Able to prioritise in a multi-tasked, fast-paced, complex, and high-demand environment	Essential	Application / Interview