



RECRUITMENT PACK

INFORMATION & COMMUNICATIONS ADMINISTRATOR
(LIVING WELL NORTH TYNESIDE)

AUGUST 2026



Welcome



Dear Applicant,

Thank you for your recent interest in the Information and Communications Administrator vacancy for Living Well North Tyneside at VODA (North Tyneside Voluntary Organisation Development Agency).

VODA works to support and develop the voluntary and community sector by providing a wide range of support services and by representing the views of the sector to government and policymakers on a local and national level.

- We have over 300 VODA members made up of voluntary, community and social enterprise organisations in the North Tyneside area. In addition to this, we have a further 600 groups and organisations that are part of our community database and networks.
- We have a strong Board of Trustees who bring a wealth of experience and knowledge.
- We have a committed, passionate and experienced staff team.
- We provide advice and guidance for the trustees, committee members and anyone else involved in the governance of an organisation.
- One of our key objectives is to ensure the voluntary and community sector has a strong voice, and is respected and involved in decision making as an equal partner.
- We have additional funded projects that support the local community and CVS. Including the North Tyneside Volunteers Centre.

We are seeking an engaging, analytical and organised individual who can lead a project and build strong relationships.

We offer 28-33 days holiday plus Bank Holidays (pro rata for part time staff), a personal development and training allowance, flexible and hybrid working where the post allows, BUPA cash plan, 5 volunteer days (pro rata for part time staff), car and cycle mileage allowance and the ability to contribute to the culture and practices of VODA by being involved in the staff working groups.

- VODA recognises that everyone has a contribution to make to our society and a right to equal treatment.
- VODA is fully committed to providing an environment which eliminates discrimination and actively promotes diversity and values difference based on the unique contributions of individuals.
- We are part of the Disability Confident Employer scheme. If you are disabled and meet the minimum criteria, you are guaranteed an interview. Please let us know if this applies to you when you email your CV and covering letter across to us.

If you are selected for interview, you will be contacted via email with a date and time. Interviews will be held in person in the Spirit of North Tyneside Hub. You will be sent directions to the Hub, the names and roles of those interviewing you and pictures of the space. We will also ask if you have any additional requirements to be able to attend an interview. VODA sends applicants the interview questions before the interview, and you are able to bring notes into the interview with you.

The closing date for applications is **Monday 31 August at 17:00**, with interviews being held on **10 and 11 September**.

To apply, send your CV and a covering letter outlining how your experience and skills meet the requirements of the role to admin@voda.org.uk.

Top tip: To ensure our recruitment process is fair, we assess all applications against the criteria listed in the person specification. In your cover letter, please tell us how your skills, experience and knowledge meet these criteria. Where possible, include examples. This will help us understand your suitability for the role.

If you would like to discuss the role before applying, please contact **Rachel Sketheway, Delivery Manager** at Rachel.Sketheway@voda.org.uk

If you require this pack in an alternative format, please contact admin@voda.org.uk or call 0191 323 2040.

Vicky Smith
Chief Executive Officer



About North Tyneside VODA

VODA is North Tyneside Voluntary Organisations Development Agency. We value, promote and support the development of the voluntary and community sector by providing an independent, sensitive, responsive and inclusive service to achieve an active and lively community, which is rich in volunteers.

VODA has been in existence since 1993. VODA is overseen by a Board of Directors, who are elected by VODA members at our Annual General Meeting. Below are VODA's main areas of work:

Advice and support for voluntary or community organisations based in or operating in North Tyneside on a range of topics including developing a new group, fundraising, financial management, and governance.

Information production: We ensure the local voluntary sector stays informed about key issues impacting its work. Our regular e-bulletin, with over 1,600 subscribers, provides timely updates, funding and essential news. Our website features a comprehensive collection of information sheets and guidance to support the sector. Additionally, we manage multiple social media profiles, sharing information on events, news, and training opportunities.



VODA runs the accredited **Volunteer Centre** for North Tyneside, raising awareness of the benefits of volunteering, recruiting, and placing volunteers with a range of voluntary, community and statutory organisations. We deliver volunteering projects including a supported volunteering project for people with enduring mental health issues and other long-term conditions.

About North Tyneside VODA

Training: VODA provides low cost or free training to meet the needs of the local voluntary and community sector, both in person and online.

Networking and developing partnerships with local, regional and national organisations. VODA facilitates local networks including the Volunteer Network and North Tyneside VCS Chief Officers group. VODA works strategically with a range of voluntary and public sector organisations including North Tyneside Strategic Partnership.

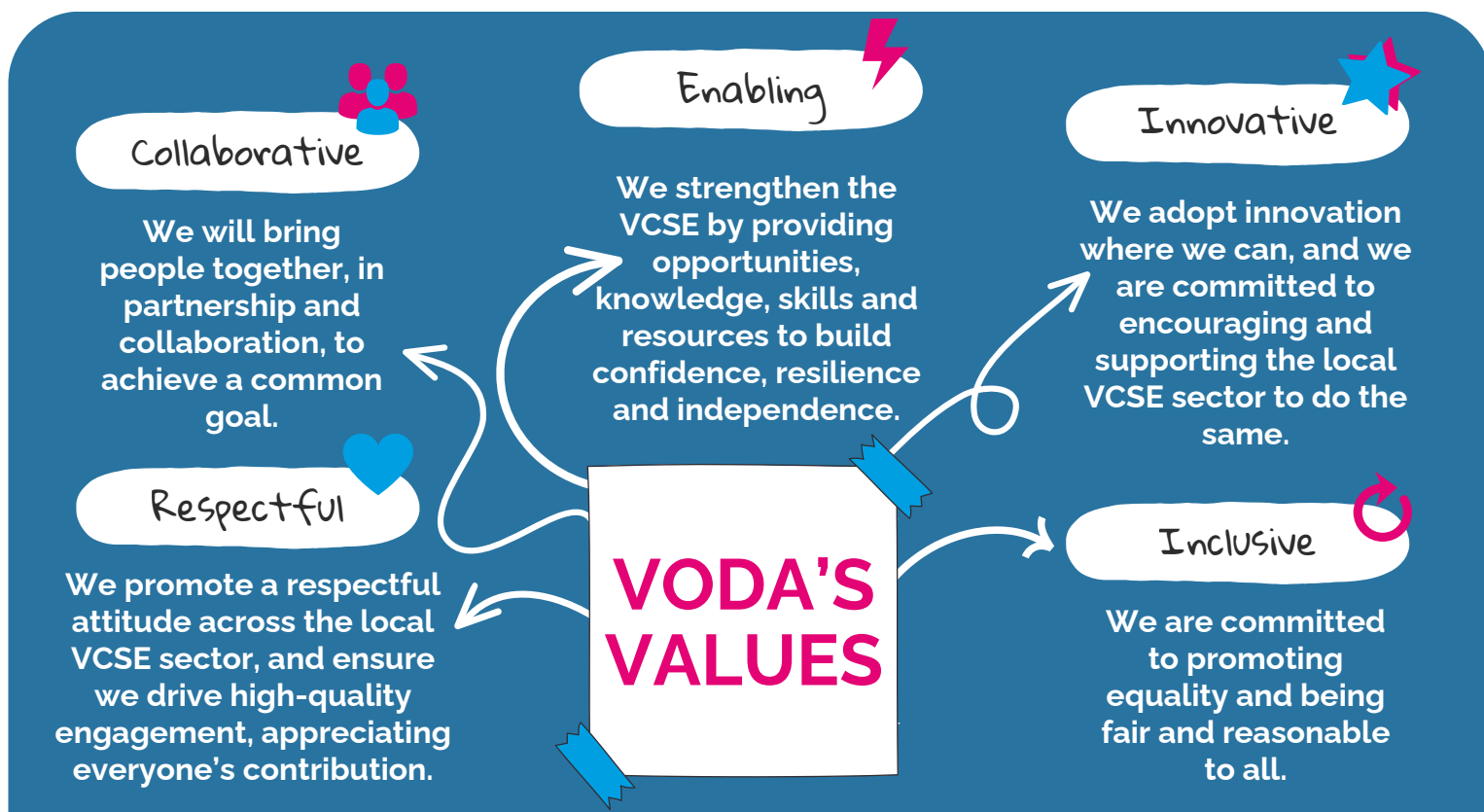


Representation: VODA provides a voluntary sector viewpoint and facilitates representation within the sector in North Tyneside on a broad range of issues.

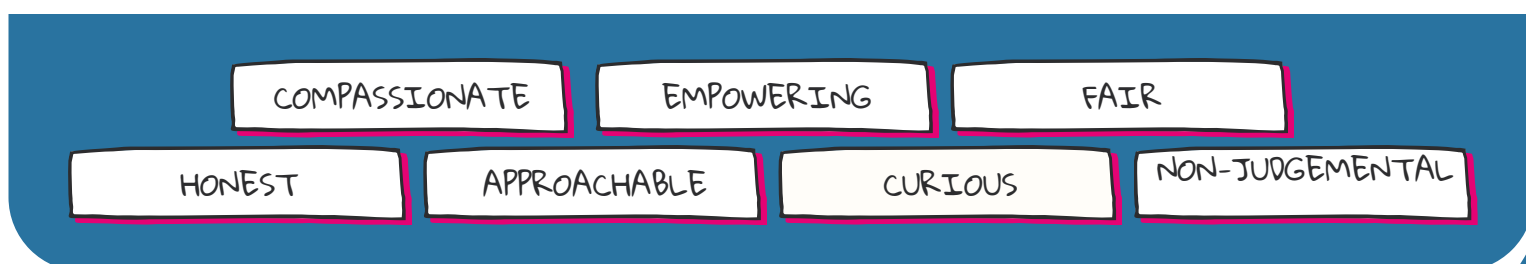
VODA manages a range of contracts and other projects as appropriate to the needs of the local community, and where they fit with our strategic objectives.



VODA Values



ALIGNED TO OUR VALUES, OUR ORGANISATIONAL BEHAVIOURS ARE:



ENGAGE - SUPPORT - DELIVER

VODA'S MISSION

We support volunteers and community organisations to enable people to live happier, healthier and more fulfilling lives in North Tyneside.

OUR STRATEGIC OBJECTIVES

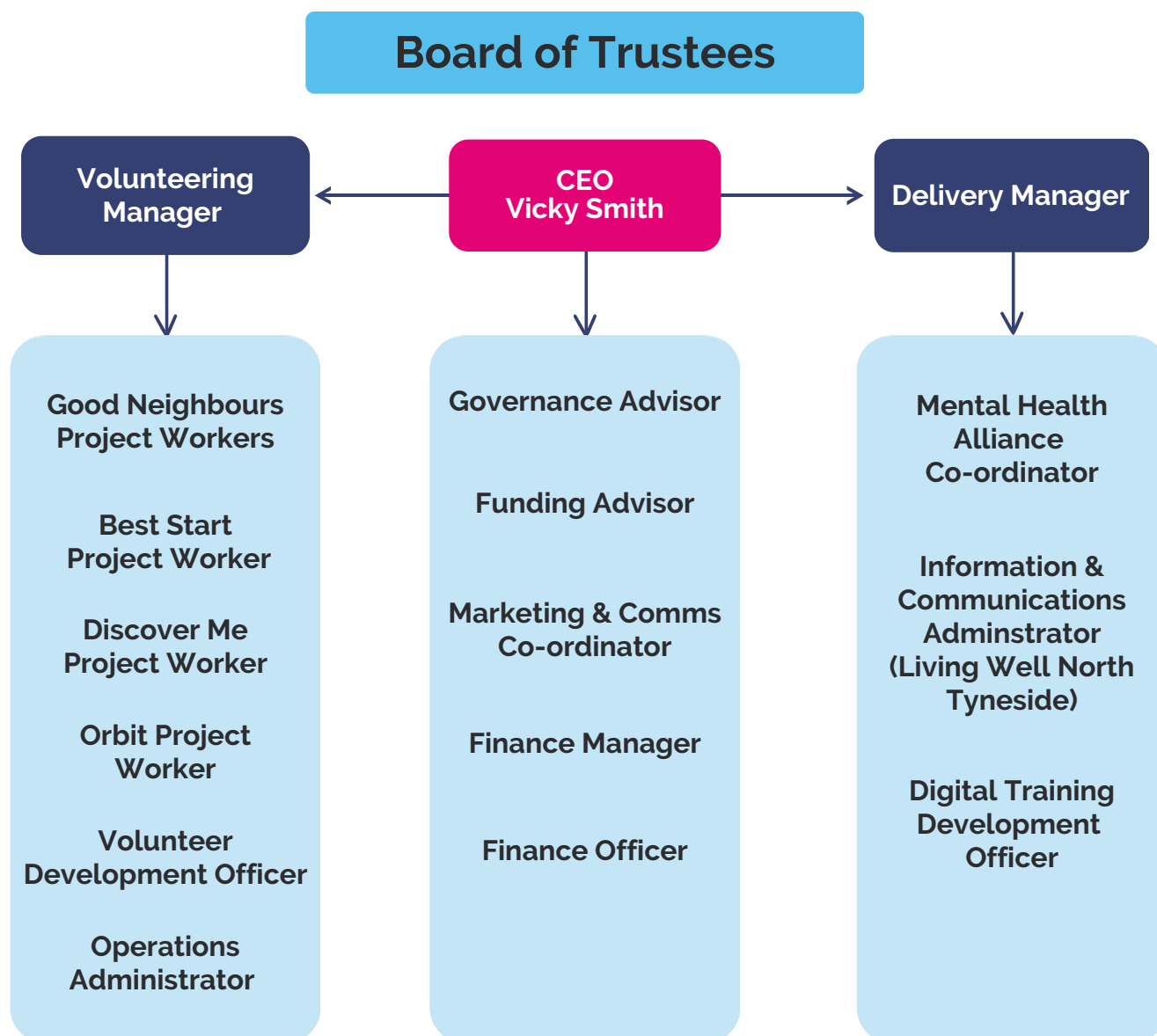
CORE SERVICES	VOLUNTEERING	SUSTAINABILITY	PARTNERSHIPS	REPRESENTATION
				
				
We will provide a full range of high-quality core services free to volunteers and voluntary and community organisations across North Tyneside.	We will manage and operate the North Tyneside Volunteers Centre, and directly deliver programmes that enable volunteers to support local residents and organisations.	We will offer a number of chargeable services that are in demand within the VCSE sector, but which lie outside of our free core services.	We will support and facilitate strong, mutually beneficial partnerships between VCSE organisations and other sectors.	We will ensure the VCSE sector has a strong voice, is respected and is involved in decision-making as an equal partner.

VODA VALUES

SECTOR & BOROUGH WIDE

ENGAGE - SUPPORT - DELIVER

Structure of VODA



Why work for VODA

At VODA we try to create an atmosphere of trust and respect, where people feel valued and engaged, and where everyone is treated equally. We strive to be a good employer, service provider and neighbour. Among the benefits of working for VODA are:

- **Flexibility and Hybrid Working:** We believe in arranging work patterns around other commitments such as family life, so we offer a hybrid working arrangement and flexibility around working times where the role allows.
- **Pay:** We pay our staff at very competitive rates.
- **Pension:** Providing you are eligible, VODA contributes a monthly amount into the designated pension scheme.
- **Mileage allowance:** We pay car or cycle mileage allowance for work-related journeys.
- **Holidays:** Full-time staff currently get a minimum of 28 days holiday a year, rising by 1 day per year up to a maximum of 33 days plus Bank Holidays. Part-time staff receive holidays pro rata.
- **Volunteer Days:** We offer 5 volunteer days per year (pro rata for part-time staff).
- **Wellbeing Activities:** We offer an optional monthly wellbeing hour when staff can choose to take part in a variety of activities organised by the wellbeing working group.
- **Focus on Employee Development:** We believe that as staff develop, so too does VODA. To encourage this, we provide a Personal Training Budget, regular Support and Supervision Sessions – with the emphasis very much on support – to help staff review their projects and their own needs. At the end of the year, we pull everything together in a more formal Appraisal session to help you take stock of what has happened during the previous 12 months, and what you need to do to meet the challenges that lie ahead.
- **Sick Pay Scheme:** We operate a contractual sick pay scheme (after the first 6 months of employment) to help you when you are unwell. The length of contractual sick pay depends on how long you have worked for us.

Why work for VODA

- **Health Care Scheme:** Staff are entitled to join our health care scheme operated by BUPA.
- **Carers Leave** VODA staff are entitled to one week every 12 months of unpaid Carers Leave if they have dependants who rely on them for care.
- **In-house expertise:** VODA has been around for more than three decades, and during that time, we have built up expertise in several key areas. The way we work allows you to draw on that expertise and add your own to it.
- **Unrivalled experience:** VODA is a key player in North Tyneside's voluntary and community sector. You will gain invaluable experience that you can use to further develop your career.
- **Cross-team working:** No one works in isolation at VODA. In addition to being an integral part of your own team, you will have the opportunity to work with other teams on common themes, to join working groups, and to have your say on a wide range of issues.
- **Conferences:** We encourage staff to attend conferences that will benefit them, VODA and the community.



Quotes from staff



“ VODA's friendly and welcoming atmosphere is one of the many reasons I love working here. Our wide range of projects makes every day interesting, as does our diverse team of encouraging and enthusiastic staff. VODA's collaborative approach to working in the community is one of the many reasons it is such a valued institution and employer in North Tyneside. VODA really cares about its employees and strives to ensure staff are happy and fulfilled. VODA goes above and beyond to accommodate its staff, as well as promoting flexible working and good wellbeing in the workplace. ”

“ VODA is the best place I have ever worked at-everyone is so friendly and supportive. ”

“ VODA is a fantastic place to work - they really strive to give you a healthy work/life balance ”

“ The staff team are fantastic, so supportive, helpful and encouraging of each other. There is a culture of wellbeing, listening to staff and encouraging them to develop their skills throughout the organisation. The individual projects are amazing, there is always lots going on but everyone still works collectively. ”

Quotes from staff



“ I love working for VODA. They really take care of their staff and value each and every one of us. I always feel supported to, listened to and heard. I've never felt happier in a job. It is such a great team to work with.

”

“ I have worked at VODA for nearly 2 years now and can honestly say it's an incredibly supportive environment and no matter what project you work on, you're really made to feel part of the wider team. I have also appreciated the amount of training/development opportunities on offer.

”

“ At VODA, I feel trusted to do my job in a way that works for me, with the flexibility to balance life and work. There's always support when I need it, and I know I'm part of a team that's making a real difference in the community.

”

“ I really enjoy working at VODA with likeminded people. I have found everyone to be very welcoming, supportive and generous with their time and knowledge. It's great to feel well supported and encouraged to develop your own post and project.

”

Job description

Job title: Information and Communications Administrator (Living Well North Tyneside)

Hours: 16 hpw

Salary: £26,213

Responsible to: Rachel Sketheway, Delivery Manager

Responsible for:

- Engaging with service providers across the VCSE sector, local authority and health services to encourage active use of the platform, supporting organisations to add and update information and helping to maintain a comprehensive, current and accessible directory.
- Attending networking meetings and groups to promote Living Well North Tyneside.
- Offering IT support to organisations using the LWNT website, including registration.
- To monitor and analyse the website's Google Analytics and social media statistics to produce reports and address needs.
- To develop and deliver marketing and publicity for Living Well North Tyneside, promoting the platform through communications, marketing materials, networks and social media.
- Work with Living Well North Tyneside partners to promote key health, wellbeing and community messages through the platform and associated communication channels.

Job Purpose:

Living Well North Tyneside is a digital platform that helps residents find local services, support and activities to improve their health and wellbeing. The post holder will support the ongoing development and promotion of the platform, working with partners to ensure information remains accurate, accessible and useful, while helping to increase awareness and engagement across North Tyneside.

Job description

Main Duties:

Collaboration

- To collaborate with organisations across the VCSE, Local Authority and Health to ensure that they are engaged with the Living Well North Tyneside platform.
- To work closely with the existing Living Well North Tyneside partnership to drive the ongoing development of the online platform and on wider campaigns and strategies. This partnership currently consists of VODA, Healthwatch North Tyneside, TyneHealth GP Federation, the Community and Health Care Forum, all four Primary Care Networks, NHS NENC ICB and North Tyneside Council.
- To work closely with VODA's Marketing and Communications Co-ordinator, to ensure a strong and consistent voice.
- To attend a variety of networks and groups to develop partnerships, content for the platform and share information.

Accessible

- To identify and act on opportunities to raise the profile of the Living Well in North Tyneside platform with residents and service providers. Developing the platform into the 'go-to' place for information in North Tyneside.
- Engage with a wide range of local providers to ensure that their information is current, engaging and accessible.
- Monitor site Google Analytics to see what people are looking for on the site; in addition, identify potential gaps in provision.
- Work alongside the Living Well North Tyneside Partnership to promote the support and services on the platform in non-digital ways.

Innovation

- To explore and try new ways of reaching all residents in North Tyneside through a range of digital and non-digital ways.

Quality

- To act as an information gatekeeper for the Living Well in North Tyneside platform ensuring content is up to date, informative and engaging.
- To monitor and evaluate the effectiveness of the platform.
- To produce informative and engaging reports on the progress and achievements of the project.

Job description

Personal Spec

Essential Experience

- Experience of delivering projects using a range of digital technology and social media.
- Experience of managing websites and using Google Analytics.
- Experience of supporting effective partnership working and collaboration between organisations and sectors.
- Experience of producing publicity materials, newsletters, and reports.
- Good working knowledge of social media platforms, in particular Facebook and Instagram, including creating engaging copy and content.
- Experience of monitoring and evaluating work and managing and completing deadlines and priorities.

Desirable Experience

- Knowledge and experience of the voluntary sector.
- Experience of managing databases and CRM systems.
- Creating, contributing to or editing a newsletter or E-Bulletin.
- Understanding of branding.

Essential Skills

- The ability to produce high-quality and engaging content.
- Ability to edit and paraphrase published information.
- Excellent IT skills.
- An eye for detail.
- Good organisational skills.
- Excellent communication skills.
- Ability to work on their own and to be a key player in team working

Desirable Skills

- Ability to drive and use of a car would be preferred

The successful candidate will have:

- A commitment to the principles and practice of equality and diversity.
- A commitment to the work of voluntary and community organisations.
- Undertake training as appropriate.
- Undertake any other duties in negotiation with their line manager.
- Flexible approach to working hours.

Job description

Terms and conditions

Location: North Tyneside

Salary: £26,213 pro rata

Contract: 12 months

Pension: If eligible, you will be auto-enrolled into the VODA Pension Scheme.

Hours: 16 hours per week

Holidays: The holiday entitlement is 28 days per year increasing by one day per completed year rising to a maximum of 33 days. All holidays are pro rata for part-time staff.

Maternity/Paternity: Details of maternity/paternity leave are available.

Sick Pay: Details of sick pay arrangements are available.

Health Scheme: Employees are entitled to join VODA's health scheme, which is operated through BUPA.

Expenses: Travel expenses are paid for necessary work-related journeys.

Notice: 4 weeks





**North Tyneside Voluntary Organisations
Development Agency (VODA)**

Spirit of North Tyneside Wing,
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