



## Part 1: JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Diversity &amp; Inclusion Project Manager (Scotland)</b>
<b>DEPARTMENT:</b>	<b>Scotland office</b>
<b>LOCATION:</b>	<b>The Samaritans Scotland office is in central Edinburgh, but all staff are currently home-working. Samaritans supports flexible working. This post will, post-COVID, entail travel throughout Scotland, with an anticipated particular focus on the west Highlands for a key element of the project. As a result we are willing to consider a flexible approach to home/office-based working.</b>

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### **1. POSITION IN ORGANISATION**

- Reports into: Executive Director for Scotland.
  - Line Manages: This role doesn't have line management responsibility.
  - Contacts which the post holder has within and outside the organisation: Samaritans Head of Equality, Diversity and Inclusion and other EDI-focused staff; the wider Samaritans Scotland staff team and volunteer leadership; Volunteering Team; Learning & Development Team; Operations Team engaged in service expansion activity; Income Team; project funders; key partner organisations in Scotland.
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### **2. MAIN PURPOSE OF JOB**

To develop, deliver and evaluate a three-year funded project in Scotland to support improvements in diversity and inclusion in Samaritans Scotland, by supporting development of inclusive volunteering opportunities in Scottish branches, the nation office, and in new areas of Samaritans' work in Scotland. To bring expertise and learning from this project to support the ongoing development of Samaritans' Equality, Inclusion and Diversity strategy and its implementation in Scotland.

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### **3. KEY RESPONSIBILITIES**

- 1. To embed Samaritans' approach to Equality, Diversity and Inclusion into specific new activities in Scotland, in particular, by**
  - a. Working with Samaritans' Operations Team, and local partners in Scotland, where specific new services are being developed to engage, and support the retention of, a diverse volunteer base within geographic communities, or communities of interest. This will have a particular focus initially on proposals to extend our reach in the west Highlands of Scotland.
  - b. Working with Scottish partners and the Executive Director for Scotland to identify, deliver and support new non-Listening volunteer opportunities within the nation office.
  - c. Supporting diversity of participation in Samaritans' engagement with those who have lived experience of suicide and self-harm.
  - d. Working with partners / funders to identify and support opportunities for employee volunteering.

2. **To develop and support opportunities to sustainably increase diversity and inclusion in existing Scottish branches, by:**
  - a. Working with volunteer leaders in Scotland, and Samaritans colleagues, to identify pilot branches to test and evaluate new approaches.
  - b. Supporting pilot branches in Scotland, to:
    - i. Understand diversity within their local communities and potential partners,
    - ii. Analyse capacity, skills and learning needs within their branch,
    - iii. Co-produce and deliver their plans for change,
    - iv. Provide, or assist in sourcing or providing (internal or external), specific training or engagement to support local change,
    - v. Set, monitor and report on clear measures of success.
  - c. Encouraging a network of shared learning for improvement in Scotland and supporting the promotion of local change.
  - d. Working to provide active connection between pilot branches and all relevant colleagues within Samaritans and other relevant branches across the UK / ROI to deliver branch plans.
  - e. Providing general EDI expertise and advice to branches.
  
3. **Managing effective development, delivery and evaluation of the project, by**
  - a. Modelling the potential benefits of the overall project, based on the existing volunteer base to set and deliver a clear evaluation framework for the project.
  - b. Using robust project management techniques to manage timely and effective delivery of the overall project.
  - c. Managing the project budget.
  - d. Producing regular impact reports for the project funders.
  
4. **Providing expertise from, and in, Scotland on Samaritans' wider developments in improving Equality, Diversity and Inclusion**
  - a. Providing a key operational link from Scotland to the wider Samaritans' EDI programme.
  - b. Providing advice and guidance to the Scotland office on embedding EDI into its day-to-day activity.
  - c. Supporting the nation office and Samaritans' central teams to promote Samaritans Scotland's (increasingly) diverse volunteer voice through internal and external comms.
  - d. Building productive relationships across other volunteering / EDI organisations in Scotland.
  - e. Identifying barriers in policy / legislation / guidance in Scotland to developing a more diverse volunteer base and supporting the Scotland Executive Director in influencing change.
  - f. Sharing learning from the project internally.

## **Part 2: PERSON SPECIFICATION**

### **4. SKILLS, KNOWLEDGE AND EXPERIENCE**

#### **Essential**

- Experience in successfully leading and managing projects to deliver increased diversity and a strong culture of inclusion.
- Knowledge of equality, diversity and inclusion, including the legislative environment in Scotland and the features of good practice.

- Experience of successfully influencing cultural change.
- Skills in influencing a wide range of audiences effectively.
- Experience of community development, particularly with marginalised and/or under-represented groups.
- Skills in analysing complex information.
- Skills in qualitative and quantitative research methods (including commissioning others to carry out research), and in design and implementation of monitoring and evaluation techniques.
- Experience in delivering EDI training and facilitated events.
- Experience of working with volunteers, or as a volunteer.
- Skills in budget management.
- Organisational and time management skills; ability to prioritise tasks and competing timeframes.
- Skills in Microsoft Office applications (Word, Outlook, Excel, PowerPoint).
- Written and verbal communication skills.

#### **Desirable**

- Knowledge and experience of working with marginalised communities in Scotland.
- Knowledge of the particular equality, diversity and inclusion issues facing communities in Scotland.
- Experience in volunteer recruitment and/or marketing.
- Knowledge of the voluntary and / or EDI sectors in Scotland.
- Experience of working with traditional and/or social media.
- Experience of working with external funders.

#### **5. PERSONAL ATTRIBUTES**

- Passionate about promoting EDI.
- A confident and persuasive communicator.
- Able to address difficult issues sensitively, clearly and with integrity.
- A creative, positive problem-solver.
- Comfortable with matrix working across multiple teams.
- Committed to co-production.
- Ability to remain calm and organised under pressure.
- Ability to hold sensitive information in confidence.
- Ability to represent the organisation externally in a professional manner.
- Commitment to the aims of Samaritans and the ability to appreciate and work within Samaritans volunteer-led environment.
- Emotionally resilient to sensitive information.
- A commitment to ongoing development.
- Willing to travel and work flexibly to meet the project outcomes.

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**LAST UPDATED:      March 2021**