



Programme Manager (Person and Community Centred Approaches) **Maternity cover**

Recruitment Pack



Closing Date: 12noon, Wednesday 21st August 2019

Interview Date: Tuesday 27th August 2019

Reference: PCCA / PM / MAT

www.salfordcvs.co.uk

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Introducing Salford CVS

Thank you for your interest in applying for a job at Salford Community & Voluntary Services (Salford CVS).

We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role.

We have provided you with information and guidance to help you through the process but should you have any difficulties please do not hesitate to contact recruitment@salfordcvs.co.uk

Who we are and what we do

Salford Council for Voluntary Services was established in 1973. However, our roots go back to 1919 when Manchester and Salford Council of Social Service (MSCSS) was established to address poverty and social need after World War 1. In 1973 MSCSS split into two entities, thus creating Salford CVS and Manchester CVS. 2019 sees us celebrating 100 years since our creation – a century of *Making a Difference in Salford!*

Salford CVS was incorporated as a Company Limited by Guarantee in 1985 and registered as a Charity in 1988. For much of that time our offices have been based in Eccles, although our work covers the whole of the City of Salford.

In 2008 the organisation was renamed **Salford Community and Voluntary Services** and this remains our legal name today, although inevitably we shorten this to Salford CVS.

Salford CVS is the city-wide infrastructure organisation for the voluntary, community and social enterprise sector; providing specialist information, advice, development support and opportunities for influence and collaboration. We provide support for organisations to establish and develop including training for their staff, volunteers and trustees.

Volunteer Centre Salford provides support for individuals who want to volunteer and assistance for organisations developing volunteer programmes.

Salford CVS operates within a wider framework in terms of our membership of NAVCA, NCVO and Social Enterprise UK nationally and our membership of 10GM and GMCVO at city-region level.

Mission Statement

Making a Difference in Salford

Vision

A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford

Values

MAKING A DIFFERENCE through:	
PASSION	Passionate about the Voluntary, Community and Social Enterprise Sector
INNOVATION	Innovative in our approach
QUALITY	Quality at the heart of all our activities
COOPERATION	Stronger when we work cooperatively with others to achieve our vision
DIVERSITY	Celebrating diversity and promoting equality in Salford
IMPACT	Demonstrating impact and making a difference every time

Salford CVS: Strategic Priorities 2018 - 2023

THEME	WORK STRANDS		
INVESTMENT	Funding / Fundraising	Contracts / Commissioning	Trading
VOICE	Representation	Influencing	Campaigning
SHARE	Resources	Information	Collaboration
VOLUNTEER	Governance	Good Practice	Brokerage
COMMUNITY	Poverty	Inequality	Wellbeing
IMPACT	Compliance	Quality	Social Value

Salford CVS has a proud history of making a difference in Salford over many years. We are a well-respected partner in this city and have excellent relationships with both voluntary, community and social enterprise (VCSE) sector and our public sector colleagues. We are financially stable with a clear business plan and a highly skilled and motivated staff team and board of trustees. As a membership organisation we work hard to address the needs and represent the interests of our hundreds of VCSE member organisations.

Information specific to the post

Salford CVS are seeking to appoint a full-time Programme Manager (on a 12 month contract) to lead on our person and community-centred approaches work (PCCA) to cover for our current post-holder's impending maternity leave.

Salford CVS is the lead partner and accountable body for a programme of work around Person and Community Centred Approaches as part of the GM Health and Social Care Transformation programme in Salford, which we have been leading delivery of since April 2018. This programme is known as **Wellbeing Matters**.

It has been recognised that a radical upgrade in population health in Salford brings with it a need for radical action and solutions – one of which will be to shape a new relationship with the people of Salford.

The programme **aims** to:

1. Help reduce demand on costly areas of health provision (GPs, hospitals, etc.)
2. Contribute to improving the health and wider wellbeing of Salford residents through use of person and community-centred approaches, including the creation and delivery of an overarching social prescribing model for Salford

The specific **objectives** of the programme are:

1. To convince the public sector health system to formally acknowledge the VCSE sector's role as both a key strategic partner and a key delivery partner in the health and social care 'system' which provides support, services and activities for and with Salford's citizens; helping to achieve transformational change in the health and wellbeing of Salford's citizens – via reach, scale and spread
2. To recognise that a shift in demand requires a shift in resources
3. To develop a VCSE approach that, with investment, enables a shift in emphasis from managing crisis to all-age early intervention and prevention, maximising VCSE and community resources / assets
4. To make significant investment into the VCSE sector's development, via the creation of an 'Invest to Save' approach, in order to create a sector that is fit for purpose to deliver new approaches and meet demand challenges

In order to deliver this programme to develop **person and community-centred approaches across the life course**, we have put in place three broad, interdependent areas of work:

WORKSTREAM 1 – Creation and delivery of an overarching, VCSE-led, **Social Prescribing** model for Salford

WORKSTREAM 2 – Delivering a VCSE '**Invest to Save**' approach that enables some transformational development via investment in **volunteering and capacity-building** our sector

WORKSTREAM 3 - Embedding a **social and added value** approach in order to achieve health outcomes. This responsible business approach focuses on the delivery of the Salford Social Value Alliance's *10% Better* campaign's outcome targets
www.salfordsocialvalue.org.uk

This programme of work dovetails with a number of other initiatives that Salford CVS is also involved in, such as the Community Assets work strand of Salford Together (led by local charity Inspiring Communities Together) delivering the **Volunteer Wellbeing Champions** element; and the Programme Manager is also responsible for managing this aspect of our work and associated Salford CVS staff.

The Programme Manager also manages two other PCCA initiatives and staff:

**Community Connection (Youth Justice);
Culture Champions.**

Responsible for all aspects of the day-to-day management of the above programmes of work, the Programme Manager will work closely with Inspiring Communities Together, Salford Third Sector Consortium and the wider VCSE sector, alongside key stakeholders including Salford Together, Salford Primary Care Together, Salford City Council, NHS Salford CCG, Salford Royal Foundation Trust and Greater Manchester Mental Health Trust.

The post-holder will be responsible for ensuring the timely delivery of all of the key milestones identified as part of the programme; undertaking regular and frequent monitoring and providing progress reports into the governance and oversight arrangements for the programme, including the Salford and the GM Health & Social Care systems.

Collaborative working and communication with key stakeholders of the programme is a significant part of the role; as is the promotion of the programmes' objectives, outputs, outcomes and impact within the programme participants and across the wider community and partner organisations.

Applicants will need excellent project management skills; extensive experience of building multi-sectoral partnerships and relationships; and have outstanding communication skills.

Our chosen candidate will have a clear understanding of the VCSE sector and an ability to work flexibly and on their own initiative within the scope of the Programme. They will preferably also have experience of project management within a health, wellbeing or social care environment.

This is a flagship initiative for Salford CVS and we are looking for someone who can hit the ground running and take up the reins from our current Programme Manager and ensure we deliver this ambitious programme as planned.

Are you the person we are looking for?

Job Description

Job Title: Programme Manager (Person and Community Centred Approaches)

Hours: 37.5 hrs per week (excluding breaks)

Grade: NJC Point 32

Salary: £34,788 p.a. plus 7% employer pension contribution

Contract: Initial 12 month contract to cover for the current post-holder's Maternity Leave (*and subject to successful completion of a 3 month probationary period*)

Responsible to: Chief Executive

Main Purposes of the Post

- Delivery and continued development of the Wellbeing Matters programme and associated contracts, including Volunteer Wellbeing Champions (Community Assets); Culture Champions; and Youth Justice Community Connection.
- Day-to-day strategic and operational management of the Wellbeing Matters programme and associated work streams, including those detailed above
- Line management of a team of c. 8 paid staff
- Performance monitoring and analysis of the whole programme and associated work streams
- Financial monitoring of all aspects of programme delivery, supported by the Deputy Chief Executive (Finance and Resources)
- Progress and performance reporting to the SRO (Senior Responsible Officer) and key stakeholders, including the Wellbeing Matters programme's steering group
- Regular liaison with key delivery partners
- Management of the contract with Elemental, our data capture tool provider
- Management of the external evaluation contract with the University of Salford

Specialist duties

Programme Planning and Management

- Manage and update the Programme Implementation Plan, in discussion with the SRO and relevant partners
- Lead the *Wellbeing Matters* Programme and associated work streams - ensuring team members across work streams are clear about their work responsibilities and providing guidance on delivery in accordance with the agreed Programme Implementation Plan
- Provide input into the programme budget, track and manage work stream budgets and provide regular update reports to Salford CVS' Chief Executive (SRO) and Deputy Chief Executive (Finance & Resources)
- Take full responsibility and provide leadership for the definition, documentation and completion required to ensure that work stream initiatives are completed within agreed budgets
- Provide leadership in establishing and adhering to timescales for successful completion of work, maintaining a focus on delivery priorities

- Ensure that all aspects of the Programme are effectively documented and resourced, providing update reports to key Programme stakeholders as agreed
- Ensure that all deliverables are met by work stream teams and are consistent with the agreed Programme Implementation Plan
- Plan relevant activities for the Programme (such as steering meetings and workshops) and proactively manage programme timelines
- Schedule and lead all team progress meetings, pulling in specialists (Finance, IT, etc.) as necessary
- Ensure a strong evidence base is maintained, and track data continuously to quickly resolve failures to meet Programme requirements and act accordingly to inform SRO and external partners as appropriate
- Ensure that recording and monitoring of activity is developed consistently across the Programme, to enable the evaluation of the contribution and impact as part of the external evaluation of the Programme
- Take personal responsibility for ensuring that any risks, issues or exceptions identified within the programme are effectively identified, recorded and managed, including escalation to the Programme SRO where appropriate.

Communication and relationships

- Professionally line manage a team of paid staff, ensuring they are clear about their roles and responsibilities and are supported to deliver
- Act as a key liaison / communication link between Salford CVS, the Programme partners and other external agencies, as required to deliver the programme and its outputs
- Develop and foster relationships with key contacts and other PCCA team members and proactively manage these relationships such that members can count on reliable and knowledgeable support and information about the project or other activities.
- Provide a substantial level of content knowledge about all aspects of the Programme, and act as an approachable source of knowledge to all staff and key partners
- Communicate sensitive or complex information about performance or change with a high level of sensitivity and diplomacy
- Present (both formally and informally) to programme participants and external stakeholders about the scope, content and timescales associated with redesign plans or projects
- Organise and attend regular Programme review / progress meetings with key officers from partner organisations as required to ensure effective programme management
- Develop positive working relationships with key staff across partner organisations in the Programme, ensuring clear lines of communication and reporting are in place
- Work with the CEO, Salford Together VCSE Partnerships Lead and the wider Management Team at Salford CVS in order to develop and maintain key strategic relationships

Improvement and organisation

- Apply skills and knowledge to react to unplanned situations, troubleshooting as necessary
- Work across the Programme to ensure that interdependencies and / or implications between work streams within the Programme are identified and addressed
- Contribute to the development and continual improvement of the processes and systems of work within the scope of the Programme
- To work collaboratively and professionally with managers, staff and partner / external organisations on issues affecting the Programme
- Use appropriate project management and methodologies as well as recognised standards and tools for delivery

Reporting

- Complete all required periodic monitoring and reporting for the *Wellbeing Matters* Programme and associated work streams for the attention of the SRO and for onward submission to the Salford and GM Health & Social Care systems / other partner organisations, as appropriate
- Generate an annual report on the overall performance of the *Wellbeing Matters* Programme and related work streams
- Maintain relevant databases and records
- Perform simple analyses to review relevant data, including presenting data in a variety of formats, bar charts, tables and other graphics as agreed

Generic responsibilities (all Salford CVS staff)

- Attend and actively participate in monthly staff team meetings
- Attend and contribute to regular line management sessions with the Chief Executive
- Be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
- Write and submit a detailed monthly report to the Chief Executive of Salford CVS
- Manage own time and workload effectively, whilst also working as part of a wider team
- Promote the mission, vision, values and strategic priorities of Salford CVS
- Fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the *Terms and Conditions of Employment* and in related policy documents; and also actively implement and promote Salford CVS' Equal Opportunities Policy
- Ensure adherence to all relevant Health & Safety legislation and procedures at all times
- Ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
- Undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS

This job description is intended as an outline of the general areas of activity and responsibility for the post-holder and may be amended in light of the changing needs of Salford CVS.

Person Specification	Skills, knowledge, experience and personal qualities	Essential (E) Desirable (D)	Indicator
Skills			
1	Excellent communication skills, including the ability to make oral presentations and prepare concise written reports and briefings for a variety of audiences	E	Application; Interview; Presentation
2	Excellent strategic and operational influencing and leadership skills	E	Application; Interview; Presentation
3	Ability to work on own initiative and without supervision, organising and prioritising own workload within an agreed plan and programme, successfully managing a diverse workload	E	Application; Interview
4	The ability to develop and manage positive working relationships with people at all levels, particularly key partners	E	Application; Interview
5	Able to use MS office applications (Word, Excel, PowerPoint) in order to produce reports, statistics, presentations and newsletters to a high standard	E	Application; Interview; Presentation
6	Strong analytical skills and an ability to present complex information in a manner which is understandable to non-technical audiences	E	Application; Interview
Knowledge and understanding			
7	Understanding of the needs, challenges and aspirations of the VCSE sector	E	Application; Interview
8	Considerable knowledge and understanding of project management techniques and tools	E	Application; Interview; Presentation
9	Strong evidence of an understanding and application of risk and issue management, including the use of problem-solving and innovative thinking	E	Application; Interview
10	Significant knowledge and understanding of Person and Community-Centred Approaches	D	Application; Interview
11	Working knowledge of the health and social care system, as it relates to the Salford / Greater Manchester context and the VCSE sector	D	Application; Interview

Experience			
12	Extensive experience of implementing and operating project / programme management systems within an organisation	E	Application; Interview; Presentation
13	Extensive experience of managing paid staff	E	Application; Interview
14	Experience of applying Quality Improvement Methodology to project development	D	Application; Interview
15	Experience of working in a wellbeing, health or social care environment	D	Application
Qualifications and training			
16	Previous training in relevant subjects (such as monitoring and evaluation, project management, community development, etc.)	E	Application
17	Formal qualification in Project Management e.g. Prince 2	D	Application
Personal qualities			
18	Self-motivating, creative and energetic attitude to fulfilling a professional role	E	Interview
19	Awareness of own strengths and weaknesses, with good time management skills	E	Interview
20	Possess the ability and be willing to manage conflicting / multiple priorities and deadlines	E	Interview
A	Able to work flexibly – including unsocial hours on occasion (early mornings, evenings and weekends)	E	You will be asked to answer Yes or No at interview
B	Willingness to continue personal and professional development and to undertake relevant training identified with your line manager	E	
C	Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities	E	
D	Willingness to undertake any other duties as appropriate to the nature and grading of the post	E	
E	Willingness to undertake a DBS check (if necessary)	E	
F	Willingness and ability to undertake daily travel throughout Salford (and occasionally GM) for work-related meetings and events	E	
G	Own or have access to a car / bike for business use (and insure appropriately)	D	

How to apply and selection process

Salford CVS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form.

The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the **person specification** that are indicated for assessment in the application form (**points 1 – 17**) and ensure you **number your answers accordingly**.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. People learn in different ways at different times of their lives and careers. Learning by doing has a huge part to play in people's lives. Consequently we have signed up to Children England's *Open to All* recruitment campaign. We therefore do not ask for academic or professional qualifications unless we really do believe that they are essential to the specific role.

Please do **not** send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form. If completing electronically, please use Arial font 12.

Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK.

All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post.

The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

Deadline for receipt of applications

This vacancy closes at **12 noon on Wednesday 21st August 2019**. Please note late applications will not be accepted.

Your completed application form and equal opportunities form should be returned by one of the following methods:

Email: Please email recruitment@salfordcvs.co.uk

There is no need to post an additional copy. If successful at shortlisting stage you will be asked to sign your application form at interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, Salford, M30 0FN.

Acknowledgement of receipt

Email applications will be acknowledged when we receive them. Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope with your completed application form and we will return this to you.

Interviews will be held on Tuesday 27th August 2019 and will be held at the Salford CVS offices in Eccles, Salford.