

Advising Communities

Dear Applicant,

Programme Manager

Thank you for your interest in the above post. I am pleased to enclose the following information:

- About Advising Communities
- Job Description
- Person Specification

The closing date for this application is 5:00pm Friday 15th December 2017
Interviews are scheduled to take place on Friday 5th January 2018

We will only short-list applicants who have effectively demonstrated they meet the points on the Person Specification. You will note that the application form has been drafted to ensure each point is addressed. Please be aware that we will not be able to make any assumptions, or interpret information that is unclear.

We look forward to receiving your completed application form, which can be emailed or sent to:

Recruitment
Advising Communities
17 Oval Way
London
SE11 5RR
recruitment@advisingcommunities.uk

About us

Advising Communities is the legal advice, support and education charity for individuals in need and the essential organisations that support them in their communities.

We provide legal and technical advice, information and support to community organisations, charities and public-sector bodies across the UK. We are community building experts and provide specialist legal advice in all matters across the sector. If you need a lawyer, expert advisor, trainer or quality assurer we're here to help you navigate any challenge.

Our Vision

Communities are happy, confident and capable of solving life's problems and planning a better future.

Our Values

Human – people have unique and often complex stories. We take time to listen and understand before we offer our support.

Responsive – we adapt to changes in policy and the law so that our advice and support is as helpful as it can be.

Practical - our advice and support helps people and their organisations solve urgent challenges.

Enabling - we help people and the organisations that support them develop their skills and knowledge so that they're equipped to solve their own problems and the problems of their communities.

Client-focused – Our priorities are determined by the real needs of the people we serve.

Collaborative - we work with anyone who shares our vision or helps make change happen for communities and the people within them.

Non-judgmental - we focus on giving the right advice rather than judging the people or the organisations who need it.

Our work

Our roots are in Southwark and that's where the core of our work still takes place, but our reach and our influence are extending nationally.

Our work is to advise, educate and support individuals and organisations in need. We aim to improve the wellbeing of the most vulnerable in our society by tackling their most pressing problems and concerns such as work, money, housing and immigration.

- We offer 1 to 1 advice and support through our drop-in clinics, where a conversation with an adviser can help individuals create a plan of action to turn their problem around.
- We produce accessible information and self-help guides around people's everyday affairs such as welfare benefits, housing and employment rights.
- We produce and share a knowledge bank of information and provide affordable legal services to organisations.
- We aim to help individuals who are at risk of common problems to prevent them occurring.
- We aim to work with individuals and organisations at an early stage in their problems to prevent them from becoming crises.
- We understand that problems are often complex and inter-related so we work with clients to identify root causes and take the right actions, in the right order, to find a resolution.
- We take action on behalf of the people we serve, but only where our position and experience will help achieve a better outcome. For example, negotiating debts.
- We offer training to help clients build the skills they need to engage fully in London life or to pass on these skills to others. Topics include employment rights, welfare reform, financial inclusion and digital skills.
- We offer language services so that all of our diverse communities can understand and take action on their problems. These include interpretation and translation services.
- We collaborate with other not-for-profit, public and private bodies to increase our overall impact on the community.

Job Description

Job Title: Programme Manager
Employer: Advising Communities (AC)
Responsible to: Deputy Chief Executive
Contract/Hours: Permanent, 35 hours per week

Job summary

To manage a portfolio of projects focused on advice, support or education delivery. This role will include setup, day to day management, people management, external stakeholder engagement and reporting.

Responsible for

- Project management.
- Staff and volunteer management.
- Stakeholder management.
- Evaluating and improving our work.

Project Management

With responsibility for the delivery of a portfolio of projects, you will:

- Create and work to project plans as per the requirements of the project.
- Ensure targets are being met and if there are concerns that specific individuals are informed and a plan is put in place to rectify the problem.
- Produce weekly, monthly and quarterly reports and sort any anomalies as they are identified.
- Work with key individuals at AC on specific projects and provide project support to the delivery team.
- Be the first point of contact for funders and other key stakeholders with regards to progress, monitoring and reporting.

Staff and Volunteer Management

Being responsible for the management and supervision of those working on the projects you manage, you will:

- Supervise, support and direct employees engaged in delivering the projects you manage.
- Identify the need for and accordingly recruit, train and support volunteers.
- Arrange supervision meetings every six weeks with those you manage.

Stakeholder Management

As the main contact in regards to the projects you manage, you will:

- Update stakeholders and consult them about project changes.
- Establish and maintain positive working relationships with partner organisations and other key stakeholders.
- Seek opportunities for additional work with partners where appropriate.

Evaluating and Improving our work

While responsible for a portfolio of projects, you will also:

- Ensure participants respond to benchmarking and evaluation surveys and give qualitative feedback where possible.
- Collate and present statistics and carry out statistical analysis as required for use in reporting and exploring new project opportunities.
- Use your knowledge and experience of managing projects to feed into wider discussions in the organisation about services and how to improve our work.

General responsibilities

- To support applications during retendering or helping with other funding opportunities.
- To work within our equal opportunities and health and safety policy.
- To be available to occasionally work outside normal office hours as required.
- To attend staff meetings and other non-routine meetings to review and plan work.
- To attend regular supervision with line manager and complete an annual appraisal.
- To carry out all duties relevant to the post and required by the organization.

Person Specification

Essential (E) or Desirable (D)

Experience:

- Management of multiple projects across various venues reporting to a wide range of stakeholders (E)
- Line management of people in a variety of roles. (E)
- Working in the charity sector and in particular, within the advice sector. (D).
- Working in partnerships with local and national government, trusts and foundations. (D).

Skills & Abilities:

- Ability to navigate and use the relevant digital tools to deliver, analyse and report on projects. (E)
- Ability to work as part of a team, putting the needs of the clients of the organisation at the heart of your work. (E)
- Ability to plan, organise and implement project management strategies, in a timely manner adhering to relevant deadlines. (E)
- Ability to effectively communicate with a diverse range of stakeholders, manage expectations and work collaboratively to achieve the aims of the project and organisation overall. (E)
- Ability to motivate, support and direct staff to deliver outputs and outcomes in accordance with the terms of the project and within our quality assurance systems. (E)
- Ability to work creatively, problem solve and settle difficult contractual issues whilst maintaining excellent working relationships. (E)