



Recruitment Pack

Voice It, Hear It Development Manager

Job Title:	Voice It, Hear It Development Manager
Hours:	28 hours per week, may include evening and weekends
Salary:	Community First scale point 580 – £30,480 FTE
Contract:	Permanent
Location:	Office based in Hopton Park, Devizes. The role will be a combination of office and community-based work, with some home working

This recruitment pack contains:

- Information about the role (page 2)
- Job description (page 3)
- Person specification (page 5)

To apply for the role, please complete the application form and return to Nicky Theobald by email: ntheobald@communityfirst.org.uk or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

Application Deadline
Monday 18th November 2024

Community First is an equal opportunities employer.

About the Role

Job Title: Voice It, Hear It Development Manage

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Location: Office based in Hopton Park, Devizes. The role will be a combination of office and community-based work, with some home working

Supervisor: Head of Community & Partnership Development

Community First

Community First is a registered charity (288117) based in Devizes. As a member of Action with Communities in Rural England, we support communities across Wiltshire and Swindon. Our Patron is Her Majesty The Queen.

Voice It, Hear It is a partnership programme that is committed to co-production and Service Users engagement throughout Wiltshire.

We work together to:

- Extend collaborative reach, working with VCSEs and marginalised groups lacking service access and community feedback participation
- Jointly advocate for Service Users as an Alliance, amplifying their voices in multiple arenas and forums

Due to the nature of the work, you will be required to undertake a satisfactory DBS check.

If you would like to find out more about this position, please contact Harry Tipple, Head of Community & Partnership Development on: htipple@communityfirst.org.uk or 07802688038

Closing date: 18th November 2024– Midday

Interview dates: 27th November 2024

Community First is an equal opportunities employer. Registered Charity No. 288117. Please contact us if you would like a hard copy application form, or if you require any assistance in applying for this post.

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Job Description

Voice It Hear It, Development Manager

Job Purpose

This post holder will foster strong partnership to deliver the User Engagement Service (Voice It, Hear It) This service aims to amplify and advocate for peoples voice to inform local strategy and develop community action to create stronger and more resilient communities.

The post holder will lead on consultations and engagements with a range of stakeholders, ensuring accurate and timely reporting, ensuring a proactive and collaborative approach to partnership working.

Main Responsibilities

1. In partnership develop the work of the Voice It, Hear It User Engagement programme ensuring the voice of local people can be heard by designing and facilitating engagement activities, ensuring meaningful input from participants.
2. Develop and implement creative engagement strategies / opportunities that test new methods and go beyond traditional approaches to meet the needs of diverse audiences.
3. Supervise and manage the Voice It, Hear It team to ensure the delivery of high-quality engagement, using data to inform decision-making.
4. Manage multiple projects simultaneously, ensuring deadlines are met and project objectives are achieved, at times adapting engagement methods to suit different client groups, ensuring inclusive and effective participation.
5. Represent the project and Community First at events and in the media as required.
6. Lead on consultations and engagements with a range of stakeholders, ensuring accurate and timely reporting, analysing feedback and data, producing comprehensive reports that inform service improvements and strategic decision-making on a regular basis.
7. Support the programme finances, ensuring expenditure is in line with the budget agreed by the Board of Trustees.
8. Collaborate with local authority commissioners to deliver projects on time, negotiating and flexing to meet their needs while ensuring project objectives are maintained, by maintaining clear communication and managing expectations to ensure project success.
9. Maintain oversight of related initiatives and policy.
10. Meet with partners and commissioning managers on a regular basis to provide project updates and maintain proactive relationships.
11. Adopt a proactive approach to connecting with people from hard-to-reach groups, reaching out to people in their communities, developing a climate of trust and openness with service users, ensuring people have the confidence to contribute their views.

12. Help to ensure that each new piece of work has a set of clearly understood outcomes that have been co-produced with partners, service users and commissioners.
13. Contribute to Community First's social media, website and newsletter and other communication initiatives.
14. Deliver and support the team to maintain outreach groups and activities in Wiltshire that will provide access to information and advice to people within their own localities.
15. Where appropriate build social capacity and volunteering to support the programme.
16. Support the development of CF strategies and business planning.
17. Adhere to all health and safety requirements both in the home and in the communities, taking reasonable care not to do anything that may endanger yourself or others.
18. Support fundraising and income generation and further tasks when requested by the Head of Community & Partnership Development or CEO.

General Duties

The post-holder will contribute to achieving the overall mission of Community First.

- Budget holders assume financial responsibility for own operational budget. Non-budget holders ensure expenditure is necessary and within budget constraints.
- Implement and develop ACRE Quality Standards
- Participate in the team working approach of Community First
- Take responsibility for her / his own development, inform the line manager of any development needs and take part in prescribed development activities
- Work within the agreed policies and procedures of Community First
- Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc.
- Ensure that office security is maintained, and confidences are not breached.
- Promote an alert approach to Health and Safety at Work matters and maintain compliance with the terms of the Hopton's Fire Certificate.

Person Specification

Voice It Hear It, Development Manager

	Essential	Desirable
Skills, Knowledge & Experience Creativity, problem solving skills & interpersonal skills	Proven experience in designing and facilitating engagement activities and the ability to collate, analyse, and report on data from consultations and engagement exercises.	Asset-Based Community Development (ABCD) experience, focusing on leveraging community strengths to drive development and change.
	Strong track record of building and maintaining effective partnerships, with experience in supporting partners through engagement activities, ensuring strong collaborative relationships.	Strong marketing skills able to creatively present information and outcomes.
	Excellent project management skills, with the ability to manage tight deadlines and work under pressure and being able to tailor engagement methods to meet the needs of different client groups.	
	Excellent communication skills, both orally and in writing including presentation skills, with an ability to communicate at all levels.	Experience of coordinating and delivering training.
	Experience in leading consultations and engagement, with a strong ability to produce clear and comprehensive reports, with the ability to analyse data and feedback to inform decisions and improvements.	
	Ability to meet deadlines and manage own workload and those of others.	
	Ability to work flexible hours.	
	Experience working with local authority commissioners, with the ability to negotiate and adapt to meet commissioner needs.	
	Demonstrated ability to think creatively and develop innovative engagement strategies, with experience in testing and implementing new methods of engagement.	

Skills, Knowledge & Experience Creativity, problem solving skills & interpersonal skills	Ability to travel around the county.	
	Good administration skills, keyboard skills and ability to use Microsoft Word, Access, including ability to produce promotional material.	
	Excellent written and verbal communication skills.	
	Excellent interpersonal skill, able to relate to the public, decision makers and funders.	
	Ability to use own initiative and demonstrate perseverance.	
	Experience of managing groups and individuals.	
	Well organised, confident and self - motivated.	
	An innovative thinker able to create new services and think outside the box.	
	Good networking and negotiating skills.	
	Adaptable, flexible and creative when problem solving.	
Resource management Assets, finance etc.		Experience of budgetary and business planning processes to ensure long term development of the financial resources.