

JOB DESCRIPTION & PERSON SPECIFICATION

Post Title:	Community Partnership Manager – North Wales
Responsible to:	Tempo Time Credits Wales Operational Manager
Posts Reporting to this Post:	None
DBS Required Level:	Standard
Date of Description:	November 2020

ABOUT TEMPO TIME CREDITS

We build local and national networks of organisations bringing people together in their local communities to carry out valued and important voluntary work. Our communities do this through volunteering. Volunteers receive recognition through earning Tempo Time Credits and use them with a range of local and national recognition partners. We work with a range of organisations to facilitate our community groups and partners to grow and develop. We enable volunteers to find new opportunities and receive recognition for their valuable contribution. Tempo Time Credits help grow our local communities by working with funding agencies and commissioning organisations, in a co-production model. Together we establish, develop and teach models of growth and sustainability.

OUR VISION

Tempo Time Credits exists to develop a world in which communities build themselves through enabling more individuals and more diverse groups of people to volunteer and support their local communities. We seek to develop communities where paid and voluntary work are treated with equal respect.

ROLE DESCRIPTION

To support the delivery of Tempo Time Credits Cymru.

Funded by Welsh Government for a fixed period of three years, you will work with the Wales team to build a nationwide Tempo time credit network that challenges inequality by valuing everyone's contribution to their community, thereby creating a fairer society for all. We will do this through working with local people and organisations to use Time Credits to increase volunteering, engagement and cohesion and address the impacts of poverty.

Tempo will work across Wales with a wide range of partners from the voluntary, public and private sector with a focus on agreed target groups.

You will be a confident public speaker and presenter and will raise the profile of the Wales National Time Credits programme across North Wales in line with the yearly delivery plan. You will build relationships with key influencers and stakeholders to support the roll out and ensure buy in, development and growth of the network.

You will work with the Tempo recognition team and key teams in Local Authorities in North Wales to open reward opportunities such as leisure, culture and libraries. You will also lead the development and maintenance of a network of organisations

(voluntary and public sectors) who will use Tempo Time Credits to support volunteering and public engagement.

You will recruit and manage a team of volunteers across North Wales to support delivery and local initiatives.

You will be a natural communicator, able to mobilise and enthuse partners to join our national network of organisations seeking to make a lasting impact for individuals and communities. You will be well organised and comfortable working with a CRM, able to cultivate and manage a range of relationships across different sectors. You will be able to support organisations seeking to use Time Credits to effect organisational and social change.

Working alongside Tempo central support function you will design and run network and training events to ensure that Time Credits provide opportunities for people to earn and encouragement for them to use Time Credits. You will manage relationships with our customers, ensuring that targets are met, and our impact is demonstrated.

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. You have significant experience of customer engagement and enable customers to understand the features and benefits of our products. You are target driven, with the ability to stay on top of a varied and demanding workload.

KEY RESPONSIBILITIES

- **Profile and Relationship Management**
 - Provide opportunities for positive PR to local partners
 - Develop and co-ordinate the core messages per the messaging delivery plan via the customer service team
 - Delivery of key messages to partners directly (conferences, seminars, training and media) and via the Customer Service team
 - Identify, build and manage the relationships with public and voluntary organisations, key private sector organisations and others through a variety of means
 - Facilitate events
 - Attend key local meetings, events and conferences.

- **Capability and Capacity Building**
 - Provide baselining information to support the identification of local capability and capacity
 - Deliver local activities and training directly or through others to support the delivery of the local capability and capacity building plan
 - Support organisations face to face providing advice and guidance on developing earn and spend opportunities for Time Credits
 - Be creative in your approach to support large networks of groups across different geographical areas to maximise your time and ensure efficiencies

- Manage a team of local volunteers in each locality that provide on the ground support and add capacity in the local community
 - Working with groups/organisations to overcome obstacles to implementing Time Credits
 - Troubleshoot any concerns or issues identified by reward partners
 - Proactively support the network to develop and become sustainable through local events, trips and networking meetings
 - Support innovation, learning & development across the network and within Tempo
 - Accountable for 95% of local earn and reward partners met/exceeded expectations.
 - Utilise volunteer skills and time to provide on the ground support to grow Tempo Time Credits activity in each locality
- **Project Management**
 - Development, maintenance and delivery of a locality project plan for:
 - Earn Partners
 - Reward Partners
 - Deliver local activities and training directly or through the customer support team
 - Produce management information against contract deliverables
 - Report management information to the earn and reward partners
- **Build and Maintain the DTC Network**
 - Backed by the sales and reward teams, identify local earn and reward partners, using templates, events, training, workshops and meetings to recruit local earn and reward partners
 - Promote the value of becoming a local earn and reward partners, using templates, events, training, workshops and meetings to generate interest
 - Approve and manage the onboarding (via CST) of new earn and reward partners on the DTC
 - Review the contact plan for earn and reward partners
 - Promote the ambassadorial role in Wales

IN ADDITION;

- To carry out health and safety responsibilities in accordance with the Health & Safety Responsibilities document.
- To undertake such other duties and responsibilities commensurate with the salary, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have

regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post. The Knowledge/Education and Experience/Skills sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<ul style="list-style-type: none"> ○ Knowledge and proficiency in the use of Microsoft Office packages 	<ul style="list-style-type: none"> ○ Understanding of community, public and voluntary sectors ○ Understanding of health and social care services
EXPERIENCE / SKILLS	<ul style="list-style-type: none"> ○ Working with senior executives ○ Representing a medium sized organisation at events ○ Managing and building relationships with stakeholders from third, public or business sectors ○ Working with Government officials ○ Monitoring business plan and budgets ○ Planning multiple projects ○ Negotiating internally and externally for services provided as part of contract delivery ○ Simplifying business processes ○ Product/service development ○ Managing customer accounts ○ Working in a matrix managed organisation ○ Organising, prioritising and planning ○ Ability to manage a busy workload ○ Attention to detail 	

COMPETENCIES	
WORKING WITH OTHERS	
Building and Maintaining Relationships	<ul style="list-style-type: none"> ○ Develops new professional relationships ○ Understands the needs of others, the constraints they face and the levers to their engagement ○ Identifies opportunities for shared working to minimise duplication and deliver shared goals
Communicating & Influencing	<ul style="list-style-type: none"> ○ Communicates openly and inclusively with internal and external stakeholders ○ Presents a credible and positive image both internally and externally ○ Persuades others, using evidence-based knowledge, modifying approach to deliver message effectively
ORGANISATIONAL CONTEXT	
Responding to Change	<ul style="list-style-type: none"> ○ Anticipates and adapts flexibly to changing requirements ○ Uses challenges as an opportunity to learn and improve ○ Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
DELIVERING RESULTS	
Planning and Organising	<ul style="list-style-type: none"> ○ Prioritises work in line with key team or project deliverables ○ Pays close attention to detail, work is delivered to a high standard ○ Makes contingency plans to account for changing work priorities, deadlines and milestones
Problem Solving	<ul style="list-style-type: none"> ○ Processes and distils a variety of information to understand a problem fully ○ Turns ambiguous or difficult situations into opportunities ○ Proposes options for solutions to presented problems
Stakeholder Focus	<ul style="list-style-type: none"> ○ Seeks to understand requirements, gathering extra information when needs are not clear ○ Presents Tempo positively by interacting effectively with stakeholders ○ Actively engages partners and encourages others to build relationships that support Tempo objectives
Managing and Developing Performance	<ul style="list-style-type: none"> ○ Agrees and monitors challenging, achievable performance objectives in line with Tempo's priorities
SPECIAL CONDITIONS	<ul style="list-style-type: none"> ○ Flexible regarding working hours including evenings & weekends ○ Willingness & ability to travel independently. ○ Some regional travel and national travel with overnight stays.