

COMMUNITY PARTNERSHIP & NETWORK COORDINATOR – CORNWALL

ABOUT TEMPO

Tempo Time Credits is a charity serving communities across the UK by engaging, encouraging and enabling volunteers. We provide the glue which binds local voluntary partnerships and community-based solutions.

Tempo Time Credits galvanises community organisations to drive positive change for themselves and be more resilient through more individuals and more diverse groups of people volunteering. The Time Credits model is based on a fundamental principle that Volunteer's time is valuable and should be valued.

Tempo Time Credits are the thread that connects volunteers, third sector, services, and businesses together through our projects and Tempo Time Credit networks. We do this through a digital time credit system that recognises and rewards volunteers for the hours they give. Volunteers can then exchange these for activities and experiences – like cinema tickets, entry to visitor attractions or a swim or gym session.

Tempo's culture is at our core and our staff team operate in line with our workplace values which are: –

- **Everyone's contribution** – We encourage self-belief, mutual respect, and recognition.
- **Ambition** – We have a can-do attitude, are hopeful, resilient, and positive.
- **Connection** – Passionate people, teamwork and collaboration are key to our success.
- **Creativity** – We are curious and inventive; we encourage fun and imagination to achieve this.
- **Resourcefulness** – We learn together, share our expertise, and strive for efficiency.
- **Integrity** – We are authentic and honest. We take our commitments seriously and take accountability for delivery.

Being a key member of our team is fun, challenging, inspiring, engaging and it matters.

WHERE WE ARE TODAY

This is a challenging time for many community organisations, volunteers and recognition partners too – it's also a time when our model and support is needed more than ever. Tempo has worked with: –

- 40 commissioned programmes.
- 1,500 charities.
- 15,000+ people currently volunteering.
- 1.25 million Tempo Time Credits earned to date.
- 750+ business venues offering reward and recognition opportunities.
- Developed the first national Time Credit network in the world.

Across the UK the recognition of Tempo Time Credits is growing, amongst parliaments, local authorities and corporates and our visibility is increasing through national press and support from key parliamentarians.

ABOUT THE ROLE

You will provide operational support to Tempo's networks as required working closely with the Contract Manager. This entails close liaison with clients, account management of community organisations and local business partners, dealing efficiently and politely with queries, requests and issues as they arise and triaging to another team member where appropriate.

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. 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 both receive them in recognition of their time 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.

Key Responsibilities

Provide support to contract managers and programmes, including:

- Community development and mapping support as appropriate
- Administration & reporting
- Quarterly monitoring collection – support reporting as required
- Account management planning and activities for groups and services
- Managing pipelines
- Local social media and newsletters
- Attend key local meetings, events and conferences
- Sign up of local Recognition Partners and opportunities that supports the programme priorities
- 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 recognition 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
- Evaluation coordination
- Locate and provide appropriate resources/assets
- Writing and sending agendas, minutes, etc.

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 band, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.
- 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

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.