**Programmes & Partnership Manager London & Southeast**

**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**

The Programmes and Partnership Manager will spearhead regional operations in London and the Southeast, driving the Tempo mission forward. You will lead the delivery of contracts as part of the organisation’s strategy, oversee relationship management and reporting to key stakeholders, set and ensure delivery of the regional plan, lead on regional business development and feed into organisational innovation and development initiatives. Working cross-organisationally you will work with all parts of Tempo effectively to support regional delivery and that practice and learning is captured effectively.

You will develop and grow regional networks to get people engaged in their communities and support pathways to volunteering, training, and supporting services and local organisations to enable effective delivery of Time Credits. Working alongside Tempo central support function you will design and run local events and trips to ensure that Time Credits flows, providing opportunities for people to earn and encouragement for them to use Time Credits. You will manage relationships with key local stakeholders to ensure your projects meet contractual targets, enabling the network to flourish.

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. You are able to communicate effectively about the work of Tempo, build relationships quickly and work collaboratively with a range of team members to achieve a goal. You are target driven, with the ability to stay on top of a varied and demanding workload.

**Key Responsibilities**

* **Management of contracts, staff and resources**
* Ensuring all programmes are delivered within budget
* Management of contracts and reporting, producing convincing reports that show impact and delivery of KPIs
* Line management of the Project Coordinator
* Support the recruitment of high performing local and regional staff
* **Oversight of networks delivery and performance**
* Programme planning and oversight of network management
* Mapping of community groups and services and business partners
* Signup of local partners
* Project setup activities and events with support from Networks Support Team
* Training and workshops for network partners and key partner staff
* Support groups face to face as appropriate agreed with the Networks support team
* Work with Business Partnerships Managers and Community Partnership Network Support team to ensure programmes meet targets and outcomes
* Work closely with SMT to ensure teams are well supported
* Lead on setup of new programmes in the region including co-design, governance setup, and stakeholder engagement
* Planning and delivery of profile raising events, speaking at conferences and profile raising
* **Stakeholder relationship management and reporting**
* Develop and maintain positive relationships with key funders and stakeholders in the region
* Oversee reporting on programmes to funders
* Oversee and ensure evaluation data collection and dissemination in the region with Customer Services Team and Network Support
* **Development and implementation of regional strategic plans**
* Lead on development of regional plans
* Oversee implementation of regional plans, including coordination of priorities and allocation of resource
* Support new project setup
* Support implementation of standardised resources, practice and approaches
* **Generation of new business leads, new programme design and negotiation and contract renewals**
* Development and progression of regional business development pipeline; lead generation including speaking at and attending events, meetings with potential clients, pitching and developing proposals with the Development Team
* Responding to tenders and writing proposals for business development with support from the Development Team and Director of Operations
* Oversee contract renewal process including development of sustainability plans or new delivery models and contract signing
* **Innovation, learning & development across the organisation**
* Share learning and best practice across the organisation,
* Feed into innovation and development work e.g. resettlement work, Time Credits supporting the system
* Support development of systems and approaches including standardisation
* Lead on specific pieces of development work
* Support collection of evaluation data from key projects as required by Network Support Team
* Write blogs and pieces of learning to share learning and impact.

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.

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| **ATTRIBUTE** | **ESSENTIAL** | **DESIREABLE** |
| **Experience & Skills** | Skills and knowledge to be able to lead and manage a team.  Managing multiple projects and dispersed teams  Stakeholder management  Budget management  Working with communities, public & voluntary sectors  Partnership working  IT literate including Microsoft Office tools  Communications skills including presentations & report writing   * Facilitating workshops & training   Designing & implementing new initiatives  Ability to influence others | Leading, managing & inspiring teams to deliver  Understanding of health & social care services  Event management  Knowledge of local networks  Evaluation of projects |
| **Special conditions &                professional requirements, including education & qualifications** | Flexible regarding working hours including evenings & weekends  Willingness & ability to travel independently  Significant regional travel, some national travel with overnight stays |  |
| **Personal Attributes** | Creative, position & solution focused  Significant drive & energy  Commitment to vision & values of the organisation  Collaborative, flexible & supportive |  |

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| COMPETENCIES | |
| **WORKING WITH OTHERS** | |
| **Building and Maintaining Relationships** | * 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** | * 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** | * 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** | * 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** | * 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** | * 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.**