**Programmes & Partnership Manager: Mid & North Wales (WITH SOME NATIONAL TRAVEL)**

**1 FTE**

**Salary band £27,000 - £35,000**

**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**

Funded BY Welsh Government the Tempo Time Credits Cymru programme builds Time Credit networks across the 22 Local Authority areas of Wales. The programme supports wors with communities to support pathways to inclusion and volunteering. As the Tempo Time Credits Cymru Programme and Partnership Manager, you will play a pivotal role in cultivating relationships and opportunities in Mid & North Wales. Working with a dynamic team, you will drive the execution of the programme aligned with our organisational strategy. Your responsibilities will encompass overseeing relationship management and reporting to key stakeholders and orchestrating the local plan. You will feed into organisational innovation and development initiatives.

Working cross-organisationally you will work with all parts of Tempo effectively to support local delivery and that practice and learning is captured effectively.

Working in the hearts of communities you will develop and grow local networks to get people engaged in their communities and support pathways to volunteering. You will use community development skills and knowledge to deliver training and support 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 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
* **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.
* Training and workshops for network partners and key partner staff
* Support groups face to face.
* 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.
* Work directly with communities to engage citizens.
* Develop and nurture local networks to enhance community engagement.
* Support pathways to volunteering in heritage, training, and support services.
* Collaborate with Tempo's central support function to organise local events and trips.
* Ensure smooth Time Credits flow and incentivise usage among participants.
* Facilitate training and support to key partners.
* Create opportunities to coproduce volunteering opportunities between organisations and community members.
* Develop a network of community partners in Mid & North Wales and work together with them to grow opportunities for collaboration.
* Work close with Local Authorities and Health Boards and support the delivery to embed Time Credits in Public Services
* **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 local strategic 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.
* **Profile raising and sustainability**
* Speak at and attend events and meetings with potential funders and explore opportunities form growth.
* 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.
* Support development of systems and approaches including standardisation.
* Lead on specific pieces of development work and share learning.
* 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** | Experience of community development  Experience in stakeholder engagement and contract management.  Passion for heritage preservation and community development.  Leading, managing & inspiring teams to deliver  Managing multiple projects  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 | Understanding of health & social care services, young people’s services and third sector support  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 |

This role is subject to an Enhanced DBS child and adult barred list.

**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.**