

Information Pack - working for our VCSE Alliance

Bristol, North
Somerset & South
Gloucestershire VCSE
Alliance - hosted by



In this information pack you will find details of one of the posts - Project Support Co-ordinator - in the new Bristol, North Somerset & South Gloucestershire VCSE Alliance Team, hosted by Voscur.



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Thank you for your interest in the Project Support Co-ordinator role.

This varied role will provide focused support to two exciting projects which aim to improve people's experiences of health services across Bristol, North Somerset & South Gloucestershire and the wider region, as well as working on Voscur's other projects.

The two key projects, for which this role will provide customer service, project support, administration, and communication, are:

- **BNSSG VCSE Alliance:** a new partnership of VCSE organisations to work alongside the regional health and care system (Bristol, North Somerset & South Gloucestershire Integrated Care System).
- **Pathfinder:** Avon & Somerset 'Pathfinder for Adult Victims and Survivors of Sexual Assault and Abuse with Complex Trauma Related Mental Health Needs' programme (known as 'Pathfinder'). Voscur hosts the project management and administrative Pathfinder team, on behalf of the Avon and Somerset Sexual Violence Alliance.

More information on both projects is included within this information pack.

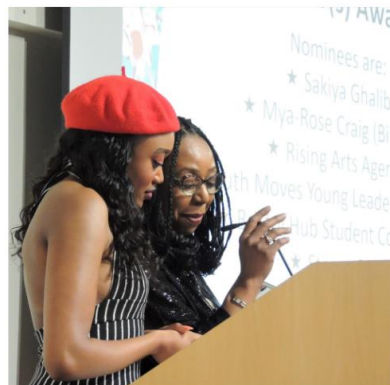
Voscur is the support and development agency for the VCSE sector in Bristol. We support organisations in the local area to increase their impact and help more local people and communities.

Equity and diversity are very important to our diverse VCSE sector and population. We are keen to increase the diversity of our team, and welcome applications from people whose communities are currently under-represented - particularly Black, Asian, and other Ethnic communities, people of faith and those that have experienced poverty. As part of our commitment to inclusion, all candidates from those communities that meet the essential criteria will be invited to interview.

We want to hear from you! Please read the information pack and get excited about joining our team. If you have any questions, please contact me on 0117 909 9949 for a chat.

Best wishes,

Mark Hubbard, Development Director



Background information: the BNSSG VCSE Alliance

Changing health system

Across England, the health system is changing into new Integrated Care Systems (ICS), which are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. The purpose of ICSs is to bring partner organisations together to:

- improve outcomes in population health and healthcare
- tackle inequalities in outcomes, experience and access
- enhance productivity and value for money
- support broader social and economic development.

For more information on ICSs - <https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>

The ICS for our region (Bristol, North Somerset and South Gloucestershire) is called Healthier Together - more information: <https://bnssghealthiertogether.org.uk/>

BNSSG VCSE Alliance

The VCSE sector plays a crucial role in the health and wellbeing of people and communities. The BNSSG VCSE Alliance is being established to enable diverse VCSE organisations to engage and participate in system-wide changes to health and care services. NHS England recommends that:

- The VCSE sector is a key strategic partner with an important contribution to make in shaping, improving and delivering services, and developing and implementing plans to tackle the wider determinants of health.
- VCSE partnership should be embedded in how the ICS operates, including through involvement in governance structures, in population health management and service redesign work, and in system workforce, leadership and organisational development plans.

For more information on the VCSE Alliance: <https://www.voscur.org/vcse-alliance>

Background information: Pathfinder

Pathfinder is a partnership programme to enhance services for victims and survivors of sexual abuse and assault. The programme, led by SARSAS and The Bridge (in partnership with Womankind, Kinergy, and the Southmead Project), aims to strengthen collaboration within the sector - to ensure that victims and survivors with complex mental health needs have consistent and clear experiences using services, and to improve outcomes.

The project will standardise core processes across the sector and optimise the local system to make it easier to navigate for both clients and professionals.

Benefits of working at Voscur (the Alliance Team is hosted by Voscur)

- **A diverse team** - our strength is in bringing together people with different opinions, personalities, talents, and backgrounds who work as an effective team to get results. Who we are changes over time, but collectively our aim is to increase our diversity in terms of age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation and experience of poverty. Current and past Voscur staff come from all parts of the UK and a few from overseas. Most current team members live in Bristol and the surrounding area.
- **Central Bristol location** - based on the edge of Queen Square, the Voscur office is a ten-minute walk from Bristol Temple Meads, two minutes from the Bristol Ferry Boat stop at the Watershed, and has several bus stops nearby. There are bike racks and a Voi scooter station opposite the building, but we promise no-one wears Lycra in the office!



- **Supportive and welcoming atmosphere** - we invest time and resources into your learning, we support staff to take on new responsibilities, and we work to ensure our organisational culture is open, positive, and collaborative. We also make a point of celebrating everyone's birthday and other special events.
- **Workplace pension scheme** - as a team member at Voscur, you have access to the Auto Enrolment Pension Scheme. Voscur's employer contributions are currently 7% of salary, more than double the minimum employer contribution amount set by the Pensions Regulator.
- **Living Wage** - Voscur is a fully committed member of the Living Wage campaign.
- **25 days' annual leave (pro rata) and public holidays**
- **Cycle to Work scheme**
- **Generous contractual sick pay**
- **Flexible working arrangements**

Our Culture

- **Respect for all and empathetic leadership** - we believe it's important to be empathetic and respectful in our work with colleagues, clients, partners, and the public. We believe that taking the time to listen and consider the experiences and perspectives of others can lead to greater equity, increased innovation, better decision-making, and stronger relationships. We also expect every member of staff to follow our Equity, Diversity and Inclusion policy, and to help us demonstrate our ongoing commitment to these in our work.
- **Collaboration** - every staff role at Voscur includes an element of working with other people, inside and outside the organisation. Some of these are one-off projects, such as pieces of commissioned work with healthcare providers, or recurring projects, such as our AGM and annual Social Impact Awards, known as "The Voscur". We also help with coordination and collaboration across and between sectors, our members, and other stakeholders.



- **Lifelong learning** - as part of professional development at Voscur, we encourage staff to attend courses, workshops, or other learning activities that contribute to improving the skills and knowledge needed for day-to-day work. Voscur also offers a range of [training sessions and events](#) for the VCSE sector that staff are welcome to attend. We don't expect you to "know it all", but it's good to be curious, keep an eye on what's going on locally and nationally, and ask questions when you don't know the answer to something.
- **Enthusiasm** - technical knowledge and experience are among the most obvious things we look for in Voscur staff, but enthusiasm is also important. Working at Voscur involves being interested in people, communities, and projects, and working in our team to make things better.
- **Work-life balance** - just like the people we support, Voscur employees have a life outside the office. We also recognise that workplace wellbeing and productivity are improved when staff are happy, supported, motivated, and well-rested. Many of our staff work part-time hours, and for those times when you need to spend extra hours on a project, we operate a Time Off In Lieu system.

Job Description

| | |
|---|--|
| Job Title | Project Support Co-ordinator |
| Job Purpose | <p>To provide customer service, project support, administration, and communication for:</p> <ul style="list-style-type: none"> • BNSSG VCSE Alliance: a new partnership of VCSE organisations to work alongside the regional health and care system (Bristol, North Somerset & South Gloucestershire Integrated Care System). • Pathfinder: Avon & Somerset 'Pathfinder for Adult Victims and Survivors of Sexual Assault and Abuse with Complex Trauma Related Mental Health Needs' programme (known as 'Pathfinder'), managed by Avon and Somerset Sexual Violence Alliance. • Other Voscur projects. |
| Reporting to | Operations Manager. |
| Posts Line Managed | None. |
| Projects, Contracts, and Budgets | <p>Working within:</p> <ul style="list-style-type: none"> • ICS-Voscur agreement and budget for VCSE Alliance development. • SARSAS-Voscur contract for Pathfinder development. • Other Voscur projects as needed. |
| Relationships | <ul style="list-style-type: none"> • VCSE Alliance Steering Group (interim) and partners. • Pathfinder Strategic Leads and partners. • Voscur's members and stakeholders. |
| Income Generation | Shared responsibility to contribute to opportunities to generate income for the VCSE Alliance, Pathfinder, and Voscur generally. |
| Salary | £28,383 per annum, plus 7% employer pension contribution. |
| Hours | 37 hours per week - flexible to include occasional evenings and weekends. |
| Contract | Fixed term contract for 12 months, with potential for extension. |
| Location | <p>This post is based at the Voscur office (Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB) and may involve travel throughout Bristol, North Somerset, and South Gloucestershire.</p> <p>Voscur operates a Hybrid working policy under which employees can work from other locations in addition to the Voscur office.</p> |

Principal Duties

1. Customer service

1.1. VCSE Alliance:

1.1.1. Establish effective processes and systems to provide a single point of access and excellent customer service for the VCSE Alliance. This includes:

- Responding to incoming enquiries from VCSE organisations, health system partners and others.

- Referring enquiries to colleagues and the VCSE Alliance Steering Group (Interim).
- Providing administrative support to the Alliance, including minuting meetings.
- Maintaining the external file sharing system for the Alliance.

1.1.2. Work with the Partnership Development Officer to support the delivery of the Inclusion Fund to enable the participation of smaller VCSE organisations in the VCSE Alliance.

1.1.3. Support the deployment of diverse VCSE leaders from the VCSE Alliance across the ICS at system, place and locality levels.

1.2. Pathfinder:

1.2.1. Providing administrative support to the Pathfinder project, including minuting meetings.

1.2.2. Maintaining the external file sharing system for Pathfinder.

1.3. Voscur:

1.3.1. Support colleagues in developing and maintaining Voscur's customer service.

2. Project support

2.1. Support colleagues to deliver the VCSE Alliance and Pathfinder programme plans and workstreams.

2.2. Work with colleagues to support the governance of the VCSE Alliance (BNSSG VCSE Alliance Steering Group (interim), BNSSG VCSE Leadership Board and the Pathfinder Steering Group).

2.3. Work with others to identify, develop and test-and-learn new and innovative initiatives to meet emerging needs.

2.4. Contribute to monitoring, evaluation, learning, and continuous improvement of these and other Voscur programmes.

2.5. Contribute to reporting activities, including with the VCSE Alliance Steering Group, Pathfinder Steering Group and Voscur's management.

2.6. Support Voscur's project leads and teams as required, which may include organising, attending, and recording project meetings.

2.7. Work with colleagues on the development, implementation, and improvement of systems to support project and programme delivery.

2.8. Contribute to the development of high quality proposals for Voscur's consultancy projects, working closely with the Development Manager and Skills Project Manager.

3. Communications

3.1. Contribute to the development and implementation of the communication strategy of the VCSE Alliance.

3.2. Support the (Pathfinder) Partnerships Manager with communications for the Pathfinder project.

3.3. Support project leads and Voscur's Policy and Communications colleagues with communications for Voscur's projects as appropriate.

4. General (expected of all employees)

- 4.1.** Actively contribute to a positive working environment, one in which everyone can reach their full potential.
- 4.2.** Keep informed of relevant legislation, policy, and good practice developments.
- 4.3.** Contribute to other Voscur projects from time to time.
- 4.4.** Carry out duties in compliance with Voscur's policies.
- 4.5.** Keep up-to-date records and contribute to Voscur's information services.
- 4.6.** Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 4.7.** Contribute to agreed monitoring and evaluation of work / projects and contribute to regular and annual reports.
- 4.8.** Work in accordance with current legislation.
- 4.9.** Be responsible for own safety and not endanger that of colleagues / visitors in the workplace.
- 4.10.** Undertake occasional out of hours work, as directed by the CEO / line manager.
- 4.11.** Undertake other reasonable duties commensurate with the grading for the post.

Person Specification

| Skills and Attributes | Essential | Desirable |
|---|------------------|------------------|
| Excellent interpersonal skills including the ability to communicate effectively with people from a wide range of backgrounds and roles. | ✓ | |
| Excellent written English and the ability to communicate in plain language to a range of audiences. | ✓ | |
| Ability to work collaboratively with colleagues and many partner organisations. | ✓ | |
| Excellent self-motivation and the ability to self-start and use initiative. | ✓ | |
| Strong organisational and time management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines. | ✓ | |
| Ability to use appropriate project and programme management tools, skills, and techniques to ensure successful outcomes. | ✓ | |
| Ability to work with funders and partners to meet the requirements of a range of programmes and projects. | ✓ | |
| Analytical ability to break down and understand issues and challenges and create solutions. | | ✓ |
| Administrative competency and ICT literacy. | ✓ | |
| Knowledge | Essential | Desirable |
| The social, political, and economic context in which the local VCSE sector operates and the current challenges and opportunities for organisations. | | ✓ |
| Integrated Care Systems and their development. | | ✓ |
| Equalities and inclusion principles and how these can be practically applied and address barriers to inclusion. | ✓ | |
| Experience | Essential | Desirable |
| Developing and managing office systems, databases and processes. | ✓ | |
| Working in the VCSE sector. | | ✓ |
| Working across a variety of different projects with a sound understanding of the different (sometimes conflicting) service needs and objectives. | ✓ | |
| Organising diaries/meetings/events relevant to projects. | ✓ | |
| Experience of programme or project management / co-ordination. | | ✓ |
| Ability to work with and maintain confidential data and information. | ✓ | |

Recruitment policy and how to apply

Voscur is an Equal Opportunities employer, and we actively encourage applications from all backgrounds and communities.

Equity and diversity are very important to our diverse VCSE sector and population. We are keen to increase the diversity of our team, and welcome applications from people whose communities are currently under-represented – particularly Black, Asian, and other Ethnic communities, people of faith and those that have experienced poverty. As part of our commitment to inclusion, all candidates from those communities that meet the essential criteria will be invited to interview.

We recommend that you read the job description and person specification thoroughly and use the application form to tell us how your experience, skills, and knowledge make you the ideal candidate.

We will make reasonable adjustments to the recruitment process if you need something different or additional as part of the recruitment process – for example, if you have a disability, long-term health condition, or caring responsibilities. Please do let us know in the application form.

How to apply

Download the forms from the Voscur website: <https://www.voscur.org/jobs/105103>

Please complete and send the following forms to personnel@voscur.org :

- Application form (note that we do not look at CVs)
- Diversity monitoring form

The recruitment panel will review your anonymised application form; the remainder of the details collected will be used for the appointment of the successful candidate and to ensure that our recruitment process is accessible.

Deadline for applications: 11:59am, Wednesday 30th August 2023

If you have any questions, we want to hear from you. Please contact Mark Hubbard, Development Director on 0117 909 9949 for an informal discussion.

Interviews: We expect to hold in-person interviews in the week commencing 4th September 2023. Applicants will be notified of the precise interview date when it is set – *please note that such a notification does not guarantee that you have been shortlisted for interview.*