Information Pack – working for our VCSE Alliance

In this information pack you will find details of one of the posts – Strategic Programme Manager – in the new Bristol, North Somerset & South Gloucestershire VCSE Alliance Team, hosted by Voscur.

Introduction

Our VCSE Alliance aims to influence and facilitate greater collaboration between the regional health system (Bristol, North Somerset, and South Gloucestershire Integrated Care System – BNSSG ICS) and the Voluntary, Community and Social Enterprise Sector (VCSE) by enhancing the role of the VCSE sector in the delivery and transformation of wellbeing and health, and cementing our sector's role as a key strategic partner in the planning, design and delivery of health and care, in its widest possible definition.

To enable this ambition, the interim VCSE Alliance Steering Group has envisaged an inclusive and broad model of different levels of VCSE engagement across the BNSSG area, building on existing foundations.

The Strategic Programme Manager's role is to move this model into a well-articulated and clear process, alongside robust governance procedures. The role will help the VCSE Alliance to work collaboratively with a diverse range of stakeholders, through the creation, development and maintenance of the inclusive BNSSG VCSE Alliance that is effective at system, place, locality and community-of-interest level.

The VCSE Alliance interim Steering Group has recognised that the development and maintenance of a single point of access for the VCSE Alliance is critical so that relationships, expectations and communications with stakeholders are effectively managed. We also aspire to a distributed leadership model, and the Strategic Programme Manager role will work closely with us to pioneer this.

Initially for twelve months, this Strategic Programme Manager role, along with the supporting roles, will continue and refine the momentum of the VCSE Alliance Steering Group in this important and influential role, benefiting people and communities of the BNSSG area.

The Strategic Programme Manager will be reporting to and operationally guided by the VCSE Alliance Steering Group. The role will sit within, be hosted by, and receive line management from Voscur, who host several similar partnership or programme manager roles.

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 or my colleague Mark Hubbard on 0117 909 9949 for a chat.

Rebecca Mear, CEO, Voscur
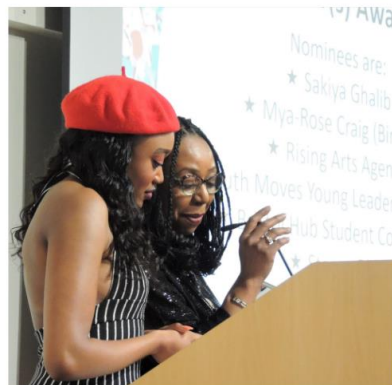
Background information: the BNSSG VCSE Alliance

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.

The VCSE sector has a strong track record of collaborating to address challenges and create lasting impact for people and communities. We have recently established a new BNSSG VCSE Alliance Steering Group (interim) to guide the development of the new VCSE Alliance. The alliance represents our collective commitment to supporting the engagement of the complex, diverse VCSE sector, with the rapidly changing, complex ICS. This work will focus on system-level developments, as well as those in three local authority areas (Bristol, North Somerset & South Gloucestershire) and six localities. Our challenge is to align and enable a diverse and complex VCSE sector to engage with the changing ICS – so that the VCSE sector is an integral part of health system changes and its expertise over decades of community work continues to achieve impact and benefits for people and communities across BNSSG.

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

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. 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!
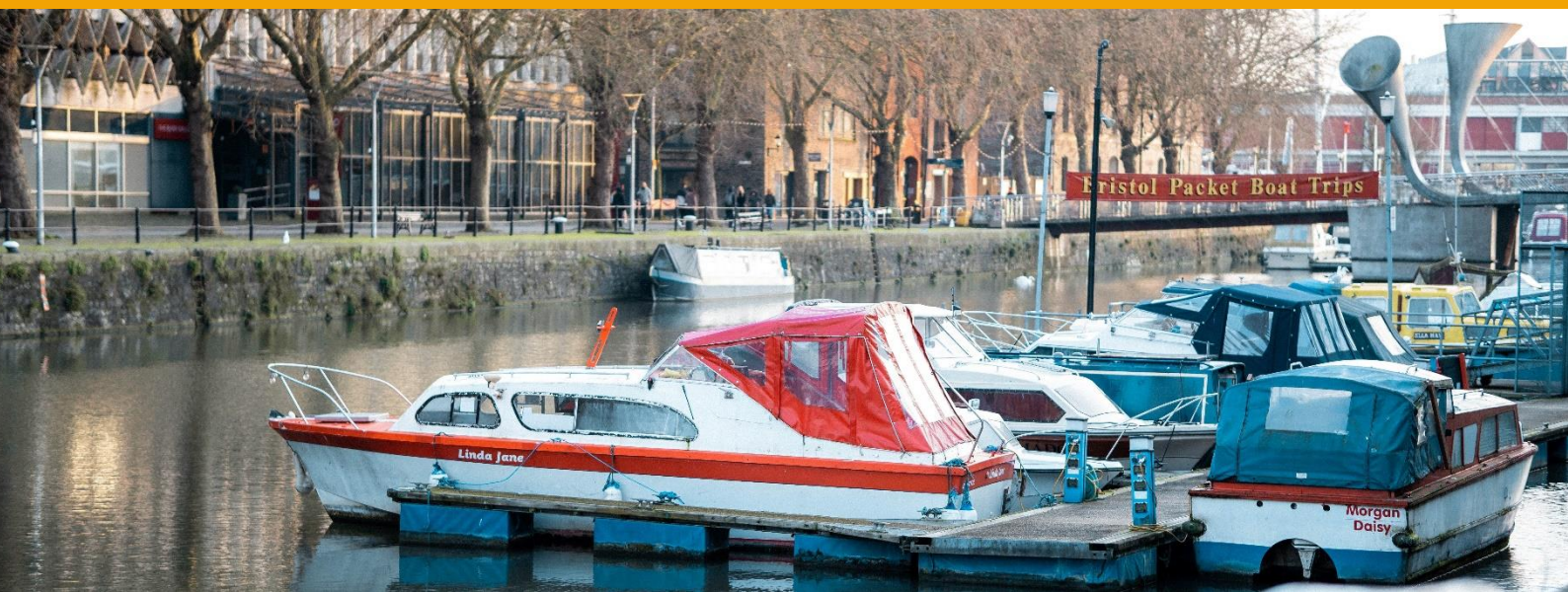
- **Supportive and welcoming atmosphere –** we invest time and resources into your learning, we support staff to take on new responsibilities, and we work to ensure our organisational culture is open, positive, and collaborative. We also make a point of celebrating everyone's birthday and other special 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 Voscurs". 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. And taking turns to make the cups of tea to fuel that idea tank!

- **Work-life balance –** just like the employees 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	Strategic Programme Manager
Job Purpose	To strategically co-ordinate the development of the VCSE Alliance – the Voluntary, Community, and Social Enterprise (VCSE) sector engagement across the regional health system (Healthier Together – The Integrated Care System (ICS) for Bristol, North Somerset, and South Gloucestershire).
Reporting to	BNSSG VCSE Alliance Steering Group (interim) – strategic Voscur's governance, line manager within Voscur – financial and operational.
Posts Line Managed	Line manager to Partnership Development Officer. Close (supervisory) relationship with Project Support Coordinator.
Projects, Contracts, and Budgets	ICS-Voscur agreement and budget.
Relationships	Integrated Care System colleagues; VCSE Infrastructure organisations; VCSE Lead Locality Organisations; VCSE organisations for communities of identity; Public Health; Sirona care and health.
Income Generation	Shared responsibility to contribute to opportunities to generate income for the VCSE Alliance.
Salary	£41,500 per annum, plus 7% employer pension contribution.
Hours	37 hours per week – flexible to include occasional evenings and weekends. Candidates interested in part-time or job-share options are welcome to indicate this at the application stage.
Contract	Fixed term contract for 12 months, with potential for extension.
Location	This post is based at the Voscur office (Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB) and will involve travel throughout Bristol, North Somerset, and South Gloucestershire. Voscur operates a Hybrid working policy under which employees can work from other locations in addition to the Voscur office. People working at Voscur regularly work from community venues in addition to the office and their homes.

Principal duties of role

1. Partnership and relationship management
1.1.   Alongside Steering Group members, positively shape and develop the formal VCSE Alliance to reflect and use the wider capacity of the VCSE sector to play a full role in the ICS activities, including work with partners and national bodies.

1.2.   Ensure that diverse VCSE organisations that serve communities of interest and practice are included and enabled in the VCSE Alliance.

1.3. Build on existing work to develop robust partnerships between VCSE stakeholders at all levels to ensure effective networks, communication and collaboration are created and maintained.

1.4. Ensure the working culture of the VCSE Alliance is collaborative, inclusive, reflective, constructive and matches the VCSE Alliance Steering Group's intentions.

1.5. Develop excellent relationships with ICS stakeholders (including NHS, local authority and commercial organisations) and the wider VCSE sector.

1.6. Support Alliance members to proactively identify and develop emerging initiatives and opportunities.

2. Programme management

2.1. Formalise the governance arrangements of the VCSE Alliance, working closely with the VCSE Alliance Steering Group to ensure governance enables ambitions.

2.2. Develop and manage the emerging programme plan, workstreams, risk register, monitoring, and evaluation - reporting progress and exceptions to the VCSE Alliance Steering Group and Voscur's management and governance.

2.3. Ensure appropriate performance, impact and financial reporting processes are established for the VCSE Alliance within Voscur's management, governance procedures, and standards.

2.4. Work with Voscur's finance team to ensure VCSE Alliance finances are effectively managed.

2.5. Develop a standard approach to managing existing and emergent workstreams of the VCSE Alliance Steering Group and support group members to run effectively.

2.6. Develop an evaluation framework and co-ordinate monitoring, evaluation, and learning, to enable continuous improvement of the programme.

2.7. Ensure close links and represent the BNSSG VCSE Alliance on ICS-related programmes (for example, NHS England's Embedding the VCSE sector into ICS's).

2.8. Work with the VCSE Alliance Steering Group and Voscur's management to contribute to programme reporting requirements.

2.9. Development of funding bids to secure income for the VCSE Alliance.

3. Communication and engagement

3.1. Develop and implement an effective communication strategy to ensure the VCSE Alliance, its activities and impact are shared and promoted.

3.2. Organise and facilitate networks and engagement events with the wider VCSE sector, including sessions with ICS and colleagues from outside the sector.

3.3. Ensure the Alliance members have access to live documents, briefings, and relevant internal communications that work effectively.

3.4. Deliver communications, including presentations or talks, on behalf of the VCSE Alliance to promote it and further develop its profile.

3.5. Ensure stakeholders are kept informed of progress, pre-empting their request for feedback and consulting with them on queries in a prompt and professional manner.

3.6. Ensure that reflection and learning points are collated and shared.

3.7. Ensure close links and collaboration with VCSE Lead Locality Organisations.

3.8. Ensure close links and collaboration with existing VCSE Infrastructure organisations and their services/programmes.

4. Strategic development

4.1. Support the VCSE Steering Group to enable strategic transformation of local health and care provision through the real integration of the diverse VCSE sector for wellbeing and health.

4.2. Ensure that inclusive, transparent and effective processes are established to deploy and engage diverse VCSE leaders from the VCSE Alliance across the ICS at all levels.

4.3. Advise and support the VCSE Alliance Steering Group on ICS priorities, strategies and processes in addition to wider relevant NHS England matters.

5. HR responsibilities

5.1. Ensure that team members are enabled to effectively deliver relevant programmes and services, and to thrive within their roles.

5.2. Line manage the Partnership Development Officer, including recruitment, induction, support and supervision, setting and monitoring performance objectives, training and development and annual appraisals.

5.3. Liaise with the Operations Manager (line manager to the Project Support Coordinator) to provide supervisory support to the Project Support Coordinator, to ensure excellent administration and coordination is provided for the alliance.

5.4. Maintain HR records (supervision, appraisal, sickness, annual leave) for directly managed staff on BreatheHR.

5.5. Act as an active and integral part of the Voscur Management Team and participate in management practice learning and development.

6. General (expected of all Voscur employees)

6.1. Actively contribute to a positive working environment, one in which everyone can reach their full potential.

6.2. Keep informed of relevant legislation, policy, and good practice developments.

6.3. Contribute to other Voscur projects from time to time.

6.4. Carry out duties in compliance with Voscur's policies.

6.5. Keep up-to-date records and contribute to Voscur's information services.

6.6. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.

6.7. Contribute to agreed monitoring and evaluation of work / projects and contribute to regular and annual reports.

6.8. Work in accordance with current legislation.

6.9. Be responsible for own safety and not endanger that of colleagues / visitors in the workplace.

6.10. Undertake occasional out of hours work, as directed by the CEO / line manager.

6.11. 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, with an understanding of political and cultural sensitivity.	✓	
Ability to report and present complex information in an accessible and people-focused, friendly way to those who may not have expertise or familiarity.	✓	
Excellent self-motivation and the ability to self-start and use initiative.	✓	
Relationship-building skills and the ability to work effectively with partners across different sectors.	✓	
Ability to build consensus, persuade and negotiate with tact and diplomacy, for positive change.	✓	
Ability to use appropriate project and programme management tools, skills, and techniques to ensure successful outcomes.	✓	
Ability to work across and directly influence different organisational/working cultures.	✓	
Excellent written English and the ability to communicate in plain language to a range of audiences.	✓	
Strong organisational and time management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines.	✓	
Demonstrable capability to act upon incomplete/ambiguous information, using experience to make inferences and decisions.	✓	
Knowledge	**Essential**	**Desirable**
The social, political, and economic context in which the local VCSE sector operates and the current challenges and opportunities for organisations.		✓
Health, social care and/or Integrated Care Systems.		✓
Experience	**Essential**	**Desirable**
Significant experience of leading, managing, and empowering people and partnerships to deliver change, high quality performance and continuous improvement.	✓	
Operating successfully in a complex and politically sensitive environment.	✓	
Equalities and inclusion principles and how these can be practically applied and address barriers to inclusion.	✓	
Demonstrable experience in the VCSE sector.		✓
Significant experience of project and/or programme management, including governance, impact/performance, financial and risk management.	✓	

Qualifications	Essential	Desirable
Project Management qualification (for example, Qualified Managing Successful Projects, Prince 2) or a management qualification.	✓	
Educated to degree level or equivalent experience of senior management.		✓

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 have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know in the application form.

How to apply

Download the forms from the Voscur website: https://www.voscur.org/jobs/105213

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, Thursday 21st September 2023

Interviews: We expect to hold in-person interviews in the week commencing 2nd October 2023. Interviews will take place within the BNSSG area. 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.*