

Information Pack - Working at Voscur



In this information pack you will find details of the post we are advertising - Policy, Research & Communications Manager - and information on the benefits of working at Voscur, our culture, and how to apply.



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Thank you for your interest in the Policy, Research & Communications Manager role – this is a vital role in our ambitious team supporting Voscur's important work in the local VCSE sector, and we are keen to appoint the very best person.

Voscur is the support and development agency for Bristol's Voluntary, Community, and Social Enterprise (VCSE) sector. We support organisations in and around Bristol to increase their impact and help more local people.

As the new Policy, Research & Communications Manager, you will lead and manage Voscur's work on community sector policy, research and Voscur's communications to many partners. This important role supports our work to show the impact and celebrate the successes of the VCSE sector, particularly in these challenging times, and to ensure that diverse organisations and partners are connected with Voscur.

Equality and diversity are very important to Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, and welcome applications from people whose communities are currently under-represented in our staff team – particularly Black, Asian, and other Ethnic communities, 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 07535 105875 or 0117 909 9949 for a chat.

Best wishes,



Mark Hubbard
Development Director



Benefits of working at 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 identity, 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**
- **Generous contractual sick pay**
- **Flexible working arrangements**
- **Cycle to work scheme** - use our organisational scheme to purchase a tax-free bike for your commute.

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 Voskurs". We also help with coordination and collaboration across and between sectors, our members, and other stakeholders, as set out in [Bristol in Partnership](#).
- **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	Policy, Research & Communications Manager
Job Purpose	<ul style="list-style-type: none"> To lead and manage the business development and delivery of Voscur's policy*-related work and Voscur's research activities. To raise and maintain Voscur's and the VCSE sector's profile through the development and implementation of a comprehensive and coherent marketing and communications strategy. To generate a pipeline of new business development opportunities focused on policy and research. <p>*'Policy' includes the policies, strategies, and legislation that affect the VCSE sector.</p>
Reporting to	Development Director.
Posts Line Managed	Policy & Communications Co-ordinator.
Projects, Contracts, and Budgets	Responsibility to manage projects or contracts as they arise.
Relationships	Colleagues, Sector Leaders' Network, strategic partners, stakeholders, Associates, contractors.
Income Generation	Shared responsibility to generate income for Voscur.
Salary	£35,745 per annum (£28,982 pro rata) plus 7% employer pension contribution.
Hours	30 hours per week - flexible to include occasional evenings and weekends.
Contract	Permanent.
Location	<p>This post is based at the Voscur office: Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB.</p> <p>Voscur operates a Hybrid working policy under which employees can express an interest in working from other locations in addition to the Voscur office.</p>

Principal Duties

1. Policy

- 1.1. To develop and manage Voscur's policy-related work, ensuring that it raises the profile of, and brings tangible benefits to, Voscur and the VCSE sector, in line with Voscur's strategic aims.
- 1.2. To build and manage relationships and partnerships with external stakeholders locally, regionally, and nationally, to fulfil the aims of the role.
- 1.3. To keep up to date with relevant legislation, policy, and practice in order to provide information, intelligence, and evidence to support Voscur projects and services and to inform the VCSE sector.

- 1.4. To obtain evidence and data from a diverse range of sources (including partners and member organisations) relating to policy subject areas and to produce analytical and accessible information via briefings, blogs, reports, and presentations.
- 1.5. To facilitate, support, and strengthen Voscur's networks for VCSE leaders or employees, through regular contact and communication, eliciting and prioritising issues for discussion, co-ordinating support for agreed actions and reporting on the impact of actions to the Voscur Management team and wider network.
- 1.6. To produce regular briefings on key issues for the VCSE sector and Voscur team, and coordinate meetings both internally and externally to share intelligence accordingly.

2. Research

- 2.1. To seek out business development opportunities to develop Voscur's research services and contracts, working with local, regional, and national partners, where appropriate, working closely with the Development Director.
- 2.2. To manage and deliver research contracts on behalf of Voscur, liaising with Associates and colleagues as necessary.
- 2.3. Working with the Policy & Communications Co-ordinator, to carry out research and gather information to inform external communications, training and learning events, service development, internal decision-making and intelligence sharing.

3. Communications and Marketing

- 3.1. To develop, monitor and implement a comprehensive and coherent marketing and communications strategy (including brand guidelines), using innovative and engaging methods to increase engagement with the full range of Voscur's services.
- 3.2. To input into the development and maintenance of Voscur's website and social media presence, working closely with the Operations Manager and relevant project groups.
- 3.3. To co-ordinate the production of a number of high-quality publications including the commissioning and co-ordination of content.
- 3.4. To ensure that the value and impact of the voluntary, community and social enterprise sector is promoted in communications and marketing activities.
- 3.5. Liaising with the CEO and Development Director, to seek out opportunities to showcase Voscur's work regionally and nationally.

4. Finance and Resource Management

- 4.1. Work with the Finance Manager to establish and manage budgets relevant to area of work, ensuring all budgets are managed in accordance with policy and procedures.
- 4.2. Ensure that resources are deployed in the most cost-effective manner.
- 4.3. Support the generation of business development and income generation opportunities for Voscur.

5. Personnel Management

- 5.1. Actively contribute to leading and managing the staff team, alongside others in Voscur's management team, and manage change within Voscur and externally within the sector.
- 5.2. Lead, direct, and line manage staff for which the postholder is responsible to achieve a culture of efficiency and continuous improvement in accordance with Voscur's values, aims and objectives.
 - 5.2.1. Provide performance management through regular support and supervision and appraisals, setting and monitoring performance objectives, training and development, and annual appraisals.
- 5.3. Contribute to the fostering of good communications between projects and promote a culture of cross-organisation working.
- 5.4. Work with colleagues to ensure accurate personnel records are maintained.

6. General (expected of all employees)

- 6.1. Duties are carried out in compliance with Voscur's policies.
- 6.2. Contribute to other Voscur projects outside of own remit as required.
- 6.3. Actively participate in staff meetings, supervision, appraisals and training as agreed with their line manager.
- 6.4. Contribute to agreed monitoring and evaluation of their work/projects, and contribute to regular and annual reports.
- 6.5. Work in accordance with current legislation.
- 6.6. Be responsible for their own safety and not endanger that of colleagues / visitors in the workplace.
- 6.7. Undertake occasional out-of-hours work, as directed by the CEO / line manager.
- 6.8. Contribute to implementing and developing Voscur's marketing strategy to support the development of new business opportunities.
- 6.9. Act as an ambassador for Voscur and positively contribute to the delivery of Voscur's marketing and communication strategies.
- 6.10. Undertake other reasonable duties commensurate with the grading for the post.

Person Specification

Skills and Attributes	Essential	Desirable
Excellent self-motivation, the ability to self-start and use initiative.	✓	
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.	✓	
The ability to confidently lead and facilitate discussions with stakeholders, VCSE Sector Leaders and decision-makers	✓	
Excellent written English and the ability to communicate in plain English to a range of audiences.	✓	
The ability to maximise the use of scarce resources through effective planning, monitoring and control of expenditure.		✓
The ability to analyse, interpret and disseminate information so that it is accessible to a range of audiences.	✓	
High level of administrative competency and ICT literacy.	✓	
Knowledge	Essential	Desirable
Knowledge of the social, political, and economic context in which Voscur works; of the Voluntary, Community and Social Enterprise sector in Bristol, and the key challenges organisations face.	✓	
Awareness of opportunities to generate and/or attract investment and funding to Voscur and the sector.	✓	
Knowledge and understanding of the current media and communication environment, especially tools for gathering, sharing, and managing data and intelligence.		✓
An understanding of marketing and communications strategies.	✓	
Experience	Essential	Desirable
Experience of coordinating research and maximising the impact of the research.		✓
Experience of taking action to address barriers around equalities, diversity, and inclusion.	✓	
Experience of policy and information work in the VCSE sector.	✓	
Experience of liaising with a range of external individuals and bodies.		✓
Experience of commissioning and producing publications, using desk top publishing and editing skills.	✓	
Experience of line managing staff.	✓	

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 Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, particularly Black, Asian and other Ethnic communities and those who have experienced poverty. As part of our commitment to inclusion, candidates from those communities or with those experiences who 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/103615>

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

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

The recruitment panel will review your anonymised application form; the other forms are used in appointment of the successful candidate and to ensure our recruitment process is accessible.

If you have any questions, we want to hear from you. Please contact Mark Hubbard, Development Director on 07535 105875 or 0117 909 9949 for a chat.

Deadline for applications: 12pm, Monday 12th December 2022.

Interviews: We expect to hold in-person interviews in the week commencing 9th January. Interviews will take place in central Bristol.