

# Information Pack

## Innovation and Development Director



In this candidate information pack, you will find further information on our search for an Innovation and Development Director, together with details on the application process with Moon Executive Search.



Thank you very much for your interest in the role of Innovation and Development Director at Voscur.

Voscur is the leading support and development agency for Bristol's voluntary, community and social enterprise sector, with a history of over 25 years. Our current services include:

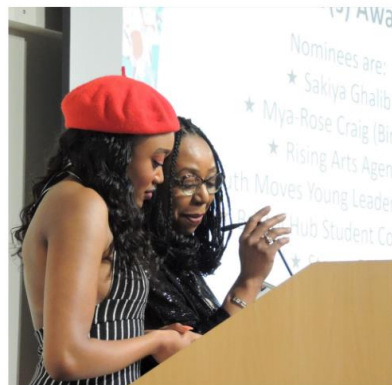
- Individualised advice and support in a wide range of topic areas for new and developing community groups, established voluntary organisations and social enterprises
- The VCSE Academy: where the sector learns, shares and develops - a collaborative platform providing a 'front door' to a host of learning opportunities for charities, community groups and social enterprises
- Enabling and supporting innovative partnerships within the VCSE sector, such as the Bristol Refugee and Asylum Seekers Partnership (BRASP); and between the public, private and VCSE sectors, such as the Bristol Local Access Programme, a £2.7m 10-year partnership programme with Bristol and Bath Regional Capital and two other partners



We are often still called an 'infrastructure' organisation because our purpose is to help other organisations, rather than individual citizens. However, the 'Council for Voluntary Service' way of working has changed hugely since such organisations were established in the 1970s - 1990s, and many have changed their name to reflect new approaches and business models. Voscur has also changed significantly since it began. Previously our focus was on linking VCSE groups with public sector commissioners, funders and policymakers. That role remains at the heart of what we do, but we now also work with a broader range of social investors, national organisations, grant-makers, researchers and specialists. We also generate a much higher proportion of our own income by selling our expertise and delivering contracts, rather than being funded primarily by the local authority.

Voscur is now well-positioned and its reputation and value to the local and sub-regional voluntary, community and social enterprise sector, partners and stakeholders has been reaffirmed with major funding for the next three years from Bristol City Council. We are looking for an Innovation and Development Director to lead on pioneering innovative initiatives, programmes and partnerships for the wider VCSE sector, and drive business development for the organisation. If you share our passion for the role the VCSE sector plays in local communities and thrive on partnership working in a fast-moving and complex environment, then we want to hear from you.

Rebecca Mear, CEO



## 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 reassignment, race, religion or belief, sex, 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 an e-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.





## Meet the Team

### Our Staff

Full profiles can be found on the website [here](#) (excludes current vacancies)

- Rebecca Mear, Chief Executive Officer
- Spencer Blackwell, Partnership Development Officer
- Tom Dewey, Policy and Communications Coordinator
- Dionne Draper, Skills Project Manager
- Laurence Gingell, Business Administrator
- Sarah Hickie, VCSE Development Advisor
- Mark Hubbard, Development Director
- Ian Hudson-Murt, Policy, Research and Communications Manager
- Sheika Johnston, Partnerships Manager
- Sarah Martin, Enterprise Project Manager
- Dani Oliver, Executive Assistant
- Tom Rosenbloom, Data and ICT Systems Coordinator
- Alice Sheridan, Operations Manager
- Janine Starr, Development Manager
- Namiko Taguchi, Finance Coordinator
- Rachel Varley, VCSE Development Advisor - Outreach
- Jenny Wildblood, VCSE Development Advisor - Funding and Governance

### Our Trustees

Full profiles can be found on the website [here](#)

- Lin Whitfield, Chair
- Albert Gardiner, Vice-Chair
- Vita Terry, Vice-Chair
- Phil Barry, Treasurer
- Ellie Collier
- Andrea Dell
- Chris Egitto
- Sally Fox
- Ed Norton
- Thanh Quan-Nicholls



<b>Job Title</b>	<b>Innovation and Development Director</b>
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>To lead on pioneering innovative initiatives, programmes, and partnerships for the wider VCSE sector.</li> <li>To lead on business development for the organisation.</li> <li>To lead the development of Voscur’s programmes and services in response to the external strategic environment.</li> <li>Deliver and support external strategic engagement, collaboration, and partnership across all sections.</li> </ul> <p>Working with the CEO to:</p> <ul style="list-style-type: none"> <li>Develop and support pilots, initiatives, programmes and projects that strengthen the resilience of the wider VCSE sector, enabling community led action and solutions.</li> <li>Lead on the identification of and successful securing of Voscur’s business development opportunities, working closely with colleagues, to achieve sustainable income and organisational resilience.</li> <li>Deliver and support external strategic engagement, collaboration and partnership across all sectors.</li> <li>To deputise for the CEO on external and internal activities as required.</li> <li>To work effectively within the Management Team and wider Voscur team.</li> <li>To line manage staff with skill and compassion.</li> </ul>
<b>Reporting to</b>	Chief Executive Officer
<b>Posts Line Managed</b>	<ul style="list-style-type: none"> <li>Enterprise Project Manager</li> <li>Partnerships Manager</li> <li>Development Manager</li> <li>Skills Project Manager</li> </ul>
<b>Projects, Contracts, and Budgets</b>	Responsible for relevant programme and project budgets.
<b>Relationships</b>	Colleagues, member organisations, wider VCSE organisations, Associates, partners, stakeholders and organisations across all sectors in Bristol, the West of England, and the South West.
<b>Income Generation</b>	Business Development lead responsible for identifying and securing grants, contracts and other income sources for the VCSE sector. Responsible for identifying and bidding/applying for new funding sources, both as a single organisation and in partnership with others. Conducting short-term paid consultancy or training on behalf of Voscur as required.
<b>Salary</b>	£45,295 per annum plus 7% employer pension contribution.

<b>Hours</b>	Full time, 37 hours per week - flexible to include occasional evenings and weekends. Candidates who would prefer a part-time or job-share option are welcome to make this clear at the application stage.
<b>Contract</b>	Permanent.
<b>Location</b>	This post is based at the Voscur office (Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB). Regular presence at community venues across Bristol is required. Voscur operates a Hybrid working policy under which employees can work from other locations in addition to the Voscur office.

## Principal Duties

- 1. To lead on pioneering innovative initiatives, programmes and partnerships for the wider VCSE sector**
  - 1.1. Identify VCSE sector needs and plan, collaborate, design and deliver a range of projects or initiatives to enable powerful communities.
  - 1.2. Ensure effective, proportionate Monitoring, Evaluation and Learning systems are in place to analyse key learning.
  - 1.3. Engage with and influence external partners and stakeholders to develop new and innovative initiatives that will benefit the VCSE sector, collaborating and sharing learning as appropriate.
  - 1.4. Foster excellent partnerships and collaborations to ensure the most innovative and effective programmes can be delivered to benefit the VCSE sector.
  - 1.5. Lead the development of distributed leadership in the VCSE sector, ensuring that it is fit for purpose and responsive to the needs of communities.
  - 1.6. Ensure that VCSE sector leaders are supported appropriately to enable a distributed leadership model.
- 2. To lead on business development for the organisation (Voscur)**
  - 2.1. Lead on the identification of new funding, commissioning and income generation opportunities in order to achieve a sustainable income base for the organisation and, where appropriate, key partner organisations.
  - 2.2. Work with colleagues across the Management Team and wider team to embed a culture of Business Development and income generation within the organisation.
  - 2.3. Develop and ensure the coordination of new business proposals, working with other colleagues as appropriate.
  - 2.4. Work collaboratively with external partners to jointly bid or apply for funding and contract opportunities as required.
  - 2.5. Work closely with the CEO and Finance Director to achieve robust income plans aiming for sustainable income.
  - 2.6. Put in place robust Monitoring, Evaluation and Learning frameworks to ensure effective implementation and reporting on all of our income streams.

### **3. Strategic development of pilots, programmes and services**

- 3.1.** Lead and manage the development of pilots, programmes and services that respond to diverse customers' needs and citywide strategic developments affecting the VCSE sector.
- 3.2.** Ensure that pilots, programmes and services are of high quality and encourage a team culture of continuous improvement.
- 3.3.** Ensure that there are effective links between all of Voscur's services, and that team members are empowered and enabled to provide the best possible customer experience.
- 3.4.** Work in close liaison with relevant colleagues to ensure the effective development and management of Voscur's membership offer and VCSE sector engagement strategy.

### **4. External strategic engagement**

- 4.1.** Working with the CEO, engage with and influence external strategic stakeholders for the benefit and development of the VCSE sector.
- 4.2.** Identify and follow up opportunities for the involvement of the VCSE sector in strategic developments in Bristol and the West of England.
- 4.3.** Working with relevant colleagues, direct activities that support the achievement of city and sector-wide VCSE strategic objectives.
- 4.4.** Keep informed of relevant legislation, local and national policy, and good practice developments, and use same to inform and direct work and programmes.
- 4.5.** Work with the CEO and other members of the Management Team to ensure smooth operational coordination with external developments.
- 4.6.** Deputise for the CEO as required, particularly to ensure that Voscur is present to advocate for the VCSE sector at the right tables.

### **5. Line Management Responsibilities**

- 5.1.** Provide effective, supportive, person-centred line management to staff including recruitment, induction, support and supervision, setting and monitoring performance objectives, training and development, and annual appraisals.
- 5.2.** Maintain HR records (support and supervision, appraisal, sickness, annual leave) for directly-managed staff.
- 5.3.** Work closely with colleagues on the Management Team to review policy and practice to enable the best possible experience for everyone, enabling people to reach their full potential.

### **6. General (expected of all employees)**

- 6.1.** Commitment to advancing equity, eliminating discrimination and fostering good relations between people and groups.
- 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 line manager.
- 6.7. Contribute to agreed Monitoring and Evaluation of work and 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 or Board of Trustees.
- 6.11. Contribute to implementing and developing Voscur's marketing strategy in ways relevant to the role, and support the development of new business opportunities.
- 6.12. Act as an ambassador for Voscur and positively contribute to the delivery of Voscur's marketing and communication strategies.
- 6.13. 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.	✓	
Excellent self-motivation, the ability to self-start and use initiative.	✓	
Ability to shape emerging situations, identify needs or gaps, and pilot new initiatives.	✓	
Relationship-building skills and the ability to work effectively with partners across different organisations and sectors.	✓	
Ability to lead, line-manage and inspire others and work effectively as part of a busy team.	✓	
Ability to recognise and develop opportunities to generate income and/or attract investment and funding to an organisation.	✓	
Ability to design and develop Monitoring, Evaluation and Learning systems.	✓	
Negotiation skills and the ability to operate with confidence in ambiguous and evolving situations.	✓	
Ability to develop partnerships - both formal and informal - to bring organisations together.	✓	
Excellent written English and the ability to communicate in plain language to a range of audiences.	✓	
High level ICT skills, specifically in relation to the use of relevant computer applications, e.g. Microsoft Word, Excel, PowerPoint and Outlook.	✓	
A high level of administrative competency, including strong organisational and time management skills.	✓	
Ability to work effectively to meet deadlines and manage risks.	✓	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of the current operating environment for VCSE organisations in and around Bristol, including challenges and opportunities.		✓
Knowledge and understanding of identifying needs and piloting innovations in response.	✓	
Knowledge of legislation, policy and good practice relating to fundraising, organisational sustainability, and VCSE sector governance matters.		✓
Knowledge of specialist providers and local networks that can assist groups and communities to engage with Voscur's services.		✓
Understanding of equalities and inclusion principles and how these can be practically applied to your own and to Voscur's work.	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Two years of operating at a strategic level internally and externally in an organisational setting.	✓	
Experience of leading, managing and inspiring high-performance teams to deliver and continuously improve.	✓	
Experience of successful new business development: fundraising, commissioning and contracts, income generation.	✓	
Experience of successfully developing and managing services.	✓	

## Timetable and Recruitment Process

Moon Executive Search has been appointed as Search Partner to Voscur and will manage the recruitment process.

**Please note that all direct applications will be forwarded to Moon Executive Search.**

### Recruitment Policy

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.

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

### Timetable

**Deadline for applications:** Midnight – 16/10/2023

#### **Preliminary interviews with Moon Executive Search:**

Ongoing. Please note we are able to hold these interviews prior to the application closing date.

#### **Interviews with Voscur:**

Anticipated to take place week commencing 16/10/2023

### Recruitment Process

If you are interested in applying for the position, please submit by email your CV or biography together with an Expression of Interest (Eoi), explaining your motivations for applying for the role and any relevant information supporting your application.

If you would like an informal discussion regarding the role on offer, please contact Gemma Wilks or Simon Quinn via email [recruit@moonexecsearch.com](mailto:recruit@moonexecsearch.com) or call 01275 371200.

**Completed applications with CVs and Eoi should quote reference MC2398 and should be sent by email to [recruit@moonexecsearch.com](mailto:recruit@moonexecsearch.com)**

Please note formal applications will also be required to complete the following two forms for Voscur's due diligence process.

- Application form
- Diversity monitoring form



Moon Executive Search is an Equal Opportunities employer and as such we welcome applications from all areas of society and aim to promote the benefits of diversity in all of our business activities.

On behalf of Voscur, Moon Executive Search would like to thank you for your initial interest in their Innovation and Development Director opportunity.

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