

Information Pack - Working at Voscur



In this information pack you will find details of the post we are advertising - the Partnerships 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 Partnerships Manager role. This role will support collaborations of charities and public agencies – to help them be more sustainable and provide high impact services. We want to appoint the very best person to join our ambitious team.

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 Partnerships Manager, you will support the development and delivery of two key partnership programmes: The Avon & Somerset "Pathfinder for Adult Victims and Survivors of Sexual Assault and Abuse with Complex Trauma Related Mental Health Needs" programme, known as Pathfinder; and the Bristol Local Access Programme.

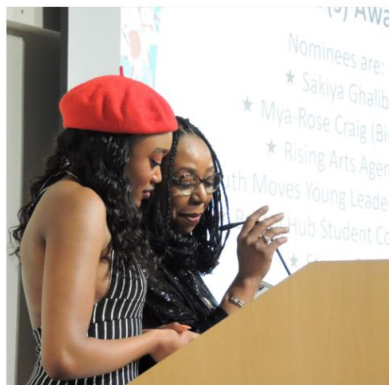
Equality and diversity are very important to Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, and welcome applications from people whose communities are currently under-represented in our staff team – particularly Black, Asian, and other Ethnic communities, and people with experience of 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 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**
- **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, 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	Partnerships Manager
Job Purpose	<p>To support the development and delivery of these partnership programmes:</p> <ul style="list-style-type: none"> • The 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. • The Bristol Local Access Programme (the development of social enterprises and making social investment more accessible, known as 'LAP'), managed by the Bristol Local Access Partnership.
Reporting to	Development Director.
Posts Line Managed	None
Projects, Contracts, and Budgets	SARSAS-Voscur Pathfinder grant agreement; Bristol & Bath Regional Capital-Voscur contract.
Relationships	<ul style="list-style-type: none"> • Avon and Somerset Sexual Violence Alliance members, commissioners of sexual assault and trauma services, service providers, survivors, colleagues, VCSE organisations. • LAP Programme Management Board members, including delivery partners and advisory partners, colleagues, VCSE organisations.
Income Generation	Contribute to generating income for Voscur, the Avon and Somerset Sexual Violence Alliance, and Bristol Local Access Partnership.
Salary	£32,910 per annum, plus 7% employer pension contribution.
Hours	37 hours per week - flexible to include occasional evenings and weekends.
Contract	Fixed term contract for 30 months.
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. Pathfinder - Programme governance and management

- 1.1. Develop the new Pathfinder Partnership Agreement and Memoranda of Understandings (for Steering and Working Groups), in collaboration with the members of the Avon and Somerset Sexual Violence Alliance.

- 1.2. Support the establishment and performance of the new Pathfinder Steering Group for strategic oversight.
- 1.3. Support the establishment and performance of the new Pathfinder Working Group for practitioners and survivors/lived experience experts.
- 1.4. Co-ordinate administrative support to the Pathfinder Steering Group and Pathfinder Working Group.
- 1.5. Develop standard approaches to the workstreams of the Pathfinder Steering Group and support group members to run effective workstreams (clinical; operational; strategic).

2. Pathfinder – Communication

- 2.1. Ensure inclusive and effective communications within the Pathfinder programme, working closely with the Pathfinder Steering Group and Voscur's Policy, Research & Communications Manager.
- 2.2. Develop and implement a communications strategy to ensure Pathfinder and its impact are shared and promoted.
- 2.3. Ensure effective communication to the other Pathfinder areas and those with interests in sexual assault and trauma.
- 2.4. Share and disseminate learning from the project as appropriate.

3. Pathfinder – Systems change, service co-ordination and transformation

- 3.1. Ensure effective links to sexual assault and trauma services and the wider mental health system.
- 3.2. Consult, develop and work with others to implement the engagement strategy.
- 3.3. Plan and implement changes and improvements to services, protocols, pathways, and the wider systems, ensuring that they deliver high quality support, and are informed by and respond to diverse survivors' needs.
- 3.4. Ensure the inclusion of diverse participants in the work of Pathfinder suppliers, including system architects, consultants, and trainers.

4. Project management

- 4.1. Develop and manage the programme plan and risk register, monitoring, evaluation and reporting progress and exceptions to the Pathfinder Steering Group and NHSE commissioners.
- 4.2. Work with the Finance Manager and Development Director to ensure effective financial management of the Voscur Pathfinder budget.
- 4.3. Develop an evaluation framework and co-ordinate monitoring, evaluation, learning, and continuous improvement of the programme.
- 4.4. Work with others to identify, develop, and test-and-learn new and innovative initiatives to meet emerging needs.
- 4.5. Work with the Pathfinder Steering Group to contribute to programme reporting requirements.
- 4.6. Development of funding bids to secure income towards the Pathfinder project.

5. LAP – Programme governance and management

- 5.1.** Work collaboratively with partners to deliver equitable, productive, and functioning monthly Programme Management Board meetings including;
 - 5.1.1.** Preparing the agenda and facilitating effective Board and other meetings.
 - 5.1.2.** Providing quality and timely information and administrative support.
 - 5.1.3.** Working with partners to identify and deliver an effective plan of work for the Board.
 - 5.1.4.** Enabling the Board to review its own effectiveness and the effectiveness of the programme.
- 5.2.** Manage quarterly project performance reporting and annual impact reporting.
- 5.3.** Ensure that LAP quarterly financial reporting is provided to Bristol & Bath Regional Capital (the accountable body).
- 5.4.** Ensure that all documentation is up to date and accessible to all partners

6. LAP – Support the development of the Local Access Programme

- 6.1.** Work with delivery partners to coordinate and facilitate meetings to ensure the strategic goals and priorities of the programme are met.
- 6.2.** Work with Bristol & Bath Regional Capital to ensure all contractual requirements are met including quarterly performance and financial reporting.
- 6.3.** Work to implement and develop the programme-wide communication strategy.
- 6.4.** Act as the point of contact for the programme's funders, Access.
- 6.5.** Attend and represent the Bristol Local Access Partnership on the national Local Access peer learning programme.

7. General (expected of all employees)

- 7.1.** Keep informed of relevant legislation, policy, and good practice developments.
- 7.2.** Contribute to other Voscur projects from time to time.
- 7.3.** Carry out duties in compliance with Voscur's policies.
- 7.4.** Keep up-to-date records and contribute to Voscur's information services.
- 7.5.** Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 7.6.** Contribute to agreed monitoring and evaluation of work / projects and contribute to regular and annual reports.
- 7.7.** Work in accordance with current legislation.
- 7.8.** Be responsible for own safety and not endanger that of colleagues / visitors in the workplace.
- 7.9.** Undertake occasional out of hours work, as directed by the CEO / line manager.
- 7.10.** Contribute to implementing and developing Voscur's marketing strategy in ways relevant to the role and support the development of new business opportunities.
- 7.11.** Act as an ambassador for Voscur and positively contribute to the delivery of Voscur's marketing and communication strategies.
- 7.12.** 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 and the ability to self-start and use initiative.	✓	
Relationship-building skills and the ability to work effectively with partners across different sectors.	✓	
Training, facilitation, and presentation skills.	✓	
Ability to use appropriate project and programme management tools, skills, and techniques to ensure successful outcomes.	✓	
Ability to recognise and develop opportunities to generate and/or attract investment and funding.		✓
Excellent written English and the ability to communicate in plain language to a range of audiences.	✓	
Administrative competency and ICT literacy.	✓	
Strong organisational and time management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines.	✓	
Knowledge	Essential	Desirable
The social, political, and economic context in which the local VCSE sector operates and the current challenges and opportunities for organisations.	✓	
Knowledge of social investment products and / or trading for social purpose.		✓
Knowledge of services for survivors of sexual assault and trauma.		✓
Experience	Essential	Desirable
Leading, managing, and empowering partnerships to deliver the highest quality and continuously improve.	✓	
Equalities and inclusion principles and how these can be practically applied and address barriers to inclusion.	✓	
Significant experience of project and/or programme management, including impact, financial and risk 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 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 people with experience of poverty. As part of our commitment to inclusion, 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/103674>

Please complete and send the following forms to personnel@voscur.org by the closing date below:

- 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: 11:59pm, Monday 2nd January 2023.

Interviews: We expect to hold in-person interviews in January 2023. Interviews will take place in central Bristol.