



Information pack – Working at Voscur



In this information pack you will find details of the post we are advertising – the Skills Project Manager – and information on the benefits of working at Voscur, our culture and how to apply.

Thank you for your interest in the Skills Project Manager role. This is a very important role in Voscur and 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 Skills Project Manager, your role is fundamental to the further development of the VCSE Academy, our platform 'where the sector learns, shares and develops'. This is a key part of Voscur's services and your new role will focus on developing the service offer, in partnership with others, and expanding the range of learning and sharing opportunities available to the sector. Your work will help community organisations to continue their recovery from the Covid-19 pandemic and navigate the challenges of the cost of living crisis.

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. We welcome applications from people whose communities are currently under-represented in our staff team, particularly Black, Asian and other Ethnic communities. As part of our commitment to inclusion, 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 105975 or 0117 909 9949 for a chat.

Best wishes



Mark Hubbard
Chief Executive Officer (interim)



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 10-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**

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 Equality, 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 our annual Social Impact Awards, known as ‘The Voscur’s’. 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 of organisations 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. For those times when you need to spend extra hours on a project, we operate a TOIL system (Time Off In Lieu).



The job – Skills Project Manager

Job Description

Job title	Skills Project Manager
Job purpose	Lead the development and provision of a strategic, flexible and comprehensive programme of learning and development support to Voluntary, Community and Social Enterprise (VCSE) organisations through the VCSE Academy, in order to increase sector capacity, sustainability and impact. Provide appropriate learning and development support to customers.
Reporting to	Chief Executive Officer.
Posts line managed	Training & Events Co-ordinator.
Projects /contracts/ budgets	VCSE Academy budget.
Relationships	Colleagues, VCSE organisations, Associates, community activists, organisations and businesses supporting the VCSE sector in and around Bristol.
Income generation	Shared responsibility to contribute to opportunities to generate income for Voscur.
Salary	£32,910 per annum (£18,678 pro rata), plus 7% employer pension contribution.
Hours	21 hours per week – flexible to include occasional evenings and weekends.
Contract	Fixed term contract for one year.
Location	The post is based at the Voscur office: Royal Oak House, Royal Oak Avenue, Bristol BS1 4GB. Work to be delivered throughout Bristol.

Job description

Principal duties

1. Programme planning and management

- 1.1. Develop and lead an annual planned programme of learning and development support for VCSE organisations' staff and volunteers, ensuring the programme is informed by and responds to diverse customers' needs.
- 1.2. Ensure the inclusion and engagement of small, equalities-led organisations in Voscur's learning and development programme.
- 1.3. Ensure effective links to Voscur's other services, including organisational development support and resources/tools, working closely with the Development Manager.
- 1.4. Work with the Finance Manager to ensure effective financial management of an annual learning and development programme and VCSE Academy.
- 1.5. Develop and implement a marketing and communications plan that ensures the learning and development programme and the VCSE Academy are effectively marketed to new and existing customers, working with communications colleagues.

- 1.6. Work with the Systems Administrator and relevant suppliers, to ensure the planning, implementation and improvement of technical aspects of the VCSE Academy.
- 1.7. Work with the Development Director, to develop and maintain collaborations with other organisations/suppliers to expand and deliver the learning and support programme.

2. Service Quality

- 2.1. Plan and implement changes and improvements to the VCSE Academy, ensuring that timetables and quality standards are maintained, working with other staff, as necessary.
- 2.2. Maintain high standards of delivery and co-ordinate monitoring/evaluation and continuous improvement of the learning and development programme.
- 2.3. Work with other staff as appropriate, to identify, develop and test-and-learn, new and innovative initiatives to meet emerging learning and development support needs.

3. Line Management

- 3.1. Line manage the Training & Events Co-ordinator and maintain HR records (supervision, appraisal, sickness, annual leave) for directly managed staff on BreatheHR.

4. Service Delivery

- 4.1. Ensure the delivery of Voscur's responsive and innovative learning and development programme, working with the Development Director and others, as appropriate.
- 4.2. Support and enable colleagues to deliver learning and development activities to customers.
- 4.3. Deliver training and learning activities to customers.
- 4.4. Ensure the delivery of activities that enable sharing between VCSE organisations (for example, skills and expertise)
- 4.5. Work with the Development Manager, respond to customers' specific requests and facilitate successful outcomes for customers, allocating projects/cases to colleagues and Associates, as appropriate.
- 4.6. Work with the Development Director to develop and maintain an inclusive and skilled network of Associates.

5. General

- 5.1. Keep informed of relevant legislation, policy and good practice developments.
- 5.2. Contribute to other Voscur projects from time to time.
- 5.3. Carry out duties in compliance with Voscur's policies.
- 5.4. Keep up-to-date records and contribute to Voscur's information services.
- 5.5. Participate in staff meetings, supervision, appraisals and training as agreed with the line manager.
- 5.6. Contribute to agreed monitoring and evaluation of work/projects, and contribute to regular and annual reports.
- 5.7. Work in accordance with current legislation.
- 5.8. Be responsible for own safety and not endanger that of colleagues/visitors in the workplace.
- 5.9. Undertake occasional out of hours work, as directed by the CEO/line manager.
- 5.10. Contribute to implementing and developing Voscur's marketing strategy in ways relevant to the role and support the development of new business opportunities.

- 5.11. Act as an ambassador for Voscur and positively contribute to the delivery of Voscur’s marketing and communication strategies.
- 5.12. 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 to Voscur and the sector.		✓
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		
The social, political and economic context in which the local VCSE sector operates and the current challenges and opportunities for organisations.	✓	
Knowledge and understanding of a range of learning styles, methods, and techniques, and their application.	✓	
Equalities and inclusion principles and how these can be practically applied.	✓	
Experience		
Leading, managing and empowering individuals and teams to deliver the highest quality and continuously improve.	✓	
4 years of planning/developing training/learning programme/s in an adult learning environment.	✓	
Delivering training and learning activities.	✓	
Experience of planning and facilitating/delivering advanced learning techniques such as action learning sets, peer support, mentoring, reflective practice.		✓
Experience of programme development and implementation, including project, 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.

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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/101938>

Please complete and send the following forms to personnel@voscur.org by 5pm Tuesday 17th May 2022.

- Application form (note that we do not look at CVs)
- Disclosure of Criminal Convictions form
- 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 (Chief Executive Officer – interim) on 07535 105975 or 0117 909 9949 for a chat.

Deadline: 5pm Tuesday 17th May 2022.

Interviews: We expect to hold in person interviews on Thursday 26^h May 2022. The interviews will be held in central Bristol.