

Job Description & Person Specification

Department:	Networks
Post Title:	Delivery Manager (Hybrid)
Contract Type	Permanent
Salary Band:	Manager
Responsible to:	Regional Manager
Posts Reporting to this Post:	None
Team:	Wales Regional Team
DBS Required Level:	Enhanced
Location:	South West Wales
Date of Description:	01/02/2020

Role Description

You will work with the Wales team to build a pan-Wales Time Credits network focusing on Welsh Government priority outcomes. Over 3 years Tempo will work in-depth in 22 Local Authority areas increasing community engagement and cohesion and addressing some of the impacts of poverty, with a focus on agreed target groups.

You will be a confident public speaker and presenter and will raise the profile of the Wales National Time Credits programme across specific locality areas in line with the yearly delivery plan. You will build relationships with key influencers and stakeholders in each locality to support the roll out and ensure buy in, development and growth of the network that enables groups to access Time Credits to increase volunteering and engagement and improve health and wellbeing.

You will work with key teams in Welsh Local Authorities to open spend opportunities such as leisure, culture and libraries. You will also lead the development and maintenance of a network of organisations (voluntary, public and community sectors) who will use Time Credits to support volunteering and public engagement.

You will recruit and manage a team of volunteers in each locality area to support delivery and local initiatives.

You will be a natural communicator, able to mobilise and enthuse partners to join our national network of organisations seeking to make a lasting impact for individuals and communities. You will be well organised and comfortable working with a CRM, able to cultivate and manage a range of relationships across different sectors. You will be able to support organisations seeking to use Time Credits to enhance their ability to engage their beneficiaries in co-producing organisational and social change.

Working alongside Tempo central support function you will design and run network and training events to ensure that the currency flows by providing opportunities for people to earn and encouragement for them to spend. You will manage relationships with our customers and commissioners, ensuring that targets are met, and our

impact is demonstrated.

You are proactive and passionate about communities and about creating positive, lasting change in organisations that builds on the skills and assets of all. You are able to communicate effectively about the work of Tempo, build relationships quickly and work collaboratively with a range of team members to achieve a goal. You are a target driven, self-motivator, with the ability to stay on top of a varied and demanding workload.

Key Responsibilities

- **Raise the Profile of the Wales National Time Credits Programme across key areas of Wales**
 - Public speaking at conferences and seminars in key areas of Wales
 - Press including but not limited to Newspaper and Radio Interviews
 - Organise and facilitate events
 - Work with key stakeholders in key areas of Wales to ensure buy in and support uptake of Time Credits
 - Building and managing relationship with Local Authorities including developing Local Authority spend e.g leisure, libraries, events etc.
 - Influencing and project management
 - Attending key local meetings, events and conferences
- **Establish and develop Time Credit networks in key areas of Wales –**
 - Mapping of earn opportunities and spend partners
 - Deliver events training and workshops for network partners and key staff
 - Support organisations face to face providing advice and guidance on developing earn and spend opportunities for Time Credits
 - Be creative in your approach to support large networks of groups across different geographical areas to maximise your time and ensure efficiencies
 - Manage a team of local volunteers in each locality that provide on the ground support and add capacity in the local community
- **Grow time credit activity within existing networks**
 - Working with groups/organisations to overcome obstacles to implementing Time Credits
 - Troubleshoot any concerns or issues identified by spend partners
 - Work with the Central Support team to raise the profile of the Time Credits Network through effective local marketing and collating impact case studies
 - Proactively support the network to develop and become sustainable through local events, trips and networking meetings
 - Support innovation, learning & development across the network and within Tempo
 - Support the development of local spend hit list
 - Develop & support earn and spend events
 - Oversight of network engagement (including acting on low/non reporting groups & partners)
 - Utilise volunteer skills and time to provide on the ground support to grow

Time Credits activity in each locality

- **Stakeholder management and reporting**
 - Work with Regional Managers, National Partnerships Manager Leads and Central Support team to ensure projects meet targets and outcomes
 - Effective relationship management of project stakeholders with Regional Manager

In addition

To carry out health and safety responsibilities in accordance with the Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the band, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

Person Specification

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The Knowledge/Education and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<ul style="list-style-type: none"> Knowledge and proficiency in the use of Microsoft Office packages Understanding of the role of volunteers Understanding of the role and context of 3rd sector and community organisations Excellent influencing skills Ability to work closely with colleagues at a distance 	<ul style="list-style-type: none"> Event Management Experience of Community Development approaches
EXPERIENCE	<ul style="list-style-type: none"> Experience of managing volunteers Project Management Stakeholder management, including multiple stakeholders Working with communities, public & voluntary sectors Partnership and network building Facilitating workshops & training Confident and experienced at public speaking at conferences and events Good communication skills – writing case studies, reports and press releases 	<ul style="list-style-type: none"> Knowledge of local networks Working with CRM systems Communications, PR and publicity
COMPETENCIES		

WORKING WITH OTHERS	
Building & Maintaining Relationships	<ul style="list-style-type: none"> ○ Develops new professional relationships ○ Understands the needs of others, the constraints they face and the levers to their engagement ○ Identifies opportunities for shared working to minimise duplication and deliver shared goals
Communicating and Influencing	<ul style="list-style-type: none"> ○ Communicates openly and inclusively with internal and external stakeholders ○ Presents a credible and positive image both internally and externally ○ Persuades others, using evidence-based knowledge, modifying approach to deliver message effectively ○ Confident public speaker
ORGANISATIONAL CONTEXT	
Responding to Change	<ul style="list-style-type: none"> ○ Anticipates and adapts flexibly to changing requirements ○ Uses challenges as an opportunity to learn and improve ○ Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
DELIVERING RESULTS	
Planning and Organising	<ul style="list-style-type: none"> ○ Prioritises work in line with key team or project deliverables ○ Pays close attention to detail, work is delivered to a high standard ○ Makes contingency plans to account for changing work priorities, deadlines and milestones
Problem Solving	<ul style="list-style-type: none"> ○ Processes and distils a variety of information to understand a problem fully ○ Turns ambiguous or difficult situations into opportunities ○ Proposes options for solutions to presented problems
Stakeholder Focus	<ul style="list-style-type: none"> ○ Seeks to understand requirements, gathering extra information when needs are not clear ○ Presents Tempo positively by interacting effectively with stakeholders ○ Actively engages partners and encourages others to build relationships that support Tempo objectives
Managing and Developing Performance	<ul style="list-style-type: none"> ○ Agrees and monitors challenging, achievable performance objectives in line with Tempo's priorities
SPECIAL CONDITIONS	<ul style="list-style-type: none"> ○ Flexible regarding working hours. ○ Willingness & ability to travel independently. ○ Some regional travel and national travel with overnight stays.