



## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Post Title:</b>	Welsh Government Locality Partnership Manager
<b>Responsible to:</b>	Welsh Government Contract Manager
<b>Posts Reporting to this Post:</b>	None
<b>DBS Required Level:</b>	Standard
<b>Date of Description:</b>	August 2020

### ROLE DESCRIPTION

To support the delivery of Welsh Government contract.

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 the Tempo reward team and key teams in Welsh Local Authorities to open reward 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 Time Credits provide opportunities for people to earn and encouragement for them to use Time Credits. You will manage relationships with our customers, ensuring that targets are met, and our impact is demonstrated.

Accountable for 95% of local earn and reward partners met/exceeded expectations.

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. You have significant experience of customer engagement and enable customers to understand the features and benefits of our products. You are able to communicate effectively about our work, build relationships quickly and collaborate with team members to achieve a goal. You are target driven, with the ability to stay on top of a varied and demanding workload.

## **KEY RESPONSIBILITIES**

- **Profile and Relationship Management**
  - Provide opportunities for positive PR to local partners
  - Develop and co-ordinate the core messages per the messaging delivery plan via the customer service team
  - Delivery of key messages to partners directly (conferences, seminars, training and media) and via the Customer Service team
  - Identify, build and manage the relationships with public and voluntary organisations, key private sector organisations and others through a variety of means
  - Facilitate events
  - Attend key local meetings, events and conferences.
- **Capability and Capacity Building**
  - Provide baselining information to support the identification of local capability and capacity
  - Deliver local activities and training directly or through others to support the delivery of the local capability and capacity building plan
  - 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
  - Working with groups/organisations to overcome obstacles to implementing Time Credits
  - Troubleshoot any concerns or issues identified by reward partners
  - 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
  - Utilise volunteer skills and time to provide on the ground support to grow Time Credits activity in each locality
- **Project Management**
  - Development, maintenance and delivery of a locality project plan for:
    - Earn Partners
    - Reward Partners

- Deliver local activities and training directly or through the customer support team
- Produce management information against contract deliverables
- Report management information to the earn and reward partners
- **Build and Maintain the DTC Network**
  - Backed by the sales and reward teams, identify local earn and reward partners, using templates, events, training, workshops and meetings to recruit local earn and reward partners
  - Promote the value of becoming a local earn and reward partners, using templates, events, training, workshops and meetings to generate interest
  - Approve and manage the onboarding (via CST) of new earn and reward partners on the DTC
  - Review the contact plan for earn and reward partners
  - Promote the ambassadorial role in Wales

### **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 salary, 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/Skills 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
<b>KNOWLEDGE / EDUCATION</b>	<ul style="list-style-type: none"> <li>Knowledge and proficiency in the use of Microsoft Office packages</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of community, public and voluntary sectors</li> <li>Understanding of health and social care services</li> </ul>
<b>EXPERIENCE / SKILLS</b>	<ul style="list-style-type: none"> <li>Working with senior executives</li> <li>Representing a medium sized organisation at events</li> <li>Managing and building relationships with stakeholders from third, public or business sectors</li> <li>Working with Government officials</li> <li>Monitoring business plan and budgets</li> <li>Planning multiple projects</li> <li>Negotiating internally and externally for services provided as part of contract delivery</li> <li>Simplifying business processes</li> <li>Product/service development</li> <li>Managing customer accounts</li> <li>Working in a matrix managed organisation</li> <li>Organising, prioritising and planning</li> <li>Ability to manage a busy workload</li> <li>Attention to detail</li> </ul>	

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