
JOB DESCRIPTION

JOB TITLE	Programme Lead – Communities
SALARY	£22,715 - £26,092 (Pro Rata)
REPORTS TO	Operations Manager – Communities
LOCATION	South & North Tyneside
TERMS & CONDITIONS	Standard Terms and Conditions – 30hrs per week

JOB SUMMARY

Groundwork South and North Tyneside has been Changing Places and Changing Lives for 25 years through a variety of environmental, learning, health and skills programmes: <https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/>

We are a fast paced and diverse charity with an excellent track record in partnership working and high quality delivery.

The successful post holder will be a motivated, dynamic and knowledgeable individual with sound business acumen to further develop our work across the communities of South Tyneside and Newcastle. Our community provision encompasses a number of areas including (but not limited to); the environment, facilitation of large-scale CSR days, Green Space and park projects and programmes, community events, Health activities, programmes and initiatives, funding applications and delivery, Big Local and Community group support. The post holder will directly line manage a small team of project staff. The post holder will be expected to deliver projects in addition to their line management responsibilities.

The role will encompass five key areas:

1. Staff Management
2. Operational & Financial Performance Management
3. Business Development
4. Reporting
5. Quality
6. Project Development and Delivery

KEY TASKS

1. Staff Management

- Line Management of all communities staff
- Work with line manager to recruit and select project staff and volunteers
- Overall responsibility for team including shift planning, timetabling and allocation of work
- Work with manager to develop and implement staff development/ training plans
- Manage staff attendance and performance

2. Operational and Financial Performance Management

- Regular review of financial and performance information against Business Plan profiles
- Prepare monthly performance monitoring reports to Operations manager - Communities
- Budget planning in line with business plan, and reporting as required
- Timely claims and invoicing
- Work with Operations manager to Identify areas for improvements or adjustments to support programme growth and development
- To take direct responsibility for all programme areas, from inception through to completion
- Responsibility for project related Service Level Agreements and contracts

3. Business Development

- Work with manager to Initiate and develop community programmes and models
- Support manager with strategic programme development
- To promote Groundwork services internally and externally
- To share knowledge and best practice to improve service delivery
- To work closely with colleagues to develop and implement new ways of working
- Take a lead marketing including web presence, newsletters, brochures and relevant publicity materials
- To be the direct point of contact for all community work
- Support officers in the continual improvement of their work area(s)

4. Reporting

- To ensure accurate and timely completion of all reporting requirements to funders and contractors, including Local Authorities and grant funders
- To complete internal reporting requirements including HR, Finance, and performance outputs
- To present, as requested, to the Executive team on progress, successes and future opportunities
- To support the Trusts annual business planning process by contributing to forward plans, ambitions and the vision

5. Quality Control and Customer Service

- To monitor the quality of service delivery through evaluation & review
- To report areas for improvement to Manager, and implement agreed actions
- To support the implementation of Quality Standards within Groundwork
- Contribute to improvement plans relating to Trust wide activities including policies, procedures, systems and processes
- To act as representative on all quality related task groups within the /trust, ensuring information is effectively passed to team

6. Project Development and Delivery

- Organisation and delivery of events & projects including large scale Corporate Social Responsibility events
- Direct delivery of community Health and wellbeing projects
- Use local community knowledge to develop and deliver projects that directly benefit the people of South and North Tyneside.

HEALTH & SAFETY

- To oversee the H&S Management of site activities in-line with Groundwork's Health & Safety Policies and Procedures to ensure staff, volunteers and general public are safe at all times
- To liaise with the Trust's H&S Lead and External Consultant on H&S matters relating to sites, activities and operating procedures

ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies
- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001

PREPARED BY:

Rebecca Maw 11th October 2019