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Job Pack

Information and Advice Contract Manager

## This pack contains the following:

* About Community Action Sutton
* How to apply
* Role description and person specification

## Icon  Description automatically generated

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## About Community Action Sutton

As the local infrastructure organisation, we support, develop and promote the voluntary, community and social enterprise sector in the London Borough of Sutton. We provide information, advice & guidance and support groups with a range of issues including capacity building, governance, finance and fundraising. We also provide number of services, including admin support, training and consultancy, a complete payroll service and community accountancy.

We have almost 300 voluntary and community groups in our membership. These vary considerably in size and scope ranging from small volunteer led community groups to large organisations employing larger cohorts of staff and providing services to significant numbers of local people.

We have many projects on the go at any one time as well as running our popular training courses and networking events and also our community centre. We co-ordinate and facilitate many different forums for the voluntary sector in Sutton. To ensure the sector is kept up to date with relevant news and information both locally and nationally we send out regular information via e-bulletins and through our social media platforms.

**Our Vision**

Promote equality and diversity and positive change for communities in the Borough of Sutton.

**Our Mission**

To LEAD and Act as a CATALYST in the advancement of the VCSE Sector as a strategic partner and deliverer of services in Sutton.

**Our Core Values – BE BRAVE!**

Bold Empowering, Build Relationships Active Voice Enterprising



We are a small charity with 16 staff, based between Granfers Community Centre in Sutton and Hill House Community Centre in St Helier. Staff Currently work via a hybrid arrangement, part from home, part from the office. This role would be based at Granfers.

Community Action Sutton enjoys an open, flexible and energetic working environment, we support our staff to grow and develop both personally and professionally.

We all contribute and work to our core values to ensure the charity’s vision to promote equality & diversity and positive change for communities in Sutton is at the forefront of everything we do. We have built excellent working relationships with our key stakeholders and partners and work closely with the local authority.

## How to apply

**To arrange an informal conversation about the role please contact:** simon@communityactionsutton.org.uk

To apply for this post you must complete a Community Action Sutton application form.

We encourage all applicants to read through the guidance notes before completing the application form.

Completed application forms should be emailed to;

enquiries@communityactionsutton.org.uk

Your application form must reach us by the closing date. Applications received after this date will not be considered.

## Key Dates

Closing date for applications: **Wednesday 22nd June 2022 at 9am**

Interviews will be held: Week commencing **4th July 2022**

## Next Steps

If you are selected for interview, we will contact you by email confirming the details. If you have not heard from us within 2 weeks of the closing date, please assume that, on this occasion, your application has been unsuccessful.

## The Role

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### Information and Advice Contract Manager

### Full time – 35 hours per week

### Permanent

### £42-46k per annum

### Responsible to: CEO

### Based at: Granfers Community Centre, Oakhill Rd, Sutton SM1 3AA with option of hybrid working, regular travel within the borough required and occasional travel to central London.

**Role Context**

In this role, you will be responsible for managing the Making Informed Choices contract, ensuring that Community Action Sutton delivers its obligations as Key Strategic Partner for the contract, and that the partner organisations have the support and structure needed to build a successful partnership. You will be responsible for day-to-day contract delivery leadership, data management, and programme planning.

Making Informed Choices is the London Borough of Sutton’s (LBS) commissioned information, advice, support and advocacy service, going live on 1 July 2022. The service also includes the borough’s Healthwatch function.

Making Informed Choices builds on longstanding delivery by the partners, under a range of contracts, and has been designed with insight from previous delivery in mind. The contract aims to move delivery of information, advice, support and advocacy forward in response to new and emerging needs in the Borough.

The vision for this service is: Individuals, families and communities are able to access a diverse range of information, advice and guidance to make informed choices and sustain change.

Community Action Sutton (CAS) leads a consortium of organisations which were successful in tendering for the new service. As the “Key Strategic Partner”, CAS will be responsible for ensuring that there are the services in place that are delivering to a high quality to achieve target outcomes for specific groups (“key cohorts”) of people across the borough. This role will lead that function and be responsible for operational running and longer-term strategic direction. As a new service and new role there will be a real opportunity to shape the way the service is delivered. The role will involve working closely with the following delivery partners:

* Age UK Sutton
* Advocacy for All
* Citizens Advice Sutton
* Healthwatch Sutton
* Sutton Carers Centre
* Volunteers Centre Sutton

### Service Principles

The following principles have been identified, through engagement with key stakeholders as being needed to embed the Making Informed Choices approach and through the delivery of services:

* **Accessible** - Services will need to be fully accessible to all residents. This includes people with disabilities and/or additional needs, but also considering literacy, including digital literacy and internet access.
* **Comprehensive** - The services will need to be able to inform, advise and support a wide range of individuals.
* **Resourced** - The services will need to be effectively resourced to meet the demand. This includes staffing, but also using a range of methods and techniques to reach the desired cohorts. To ensure this is maintained over time, the offer will need to be able to evolve and change to reflect the needs of residents and the changing methods in the delivery of local services.
* **Structured** - The Making Informed Choices Service will need to be clear, with clear pathways for residents to access the right service, at the right time and ensure that individuals are only having to tell their story once.
* **Choice** - While ensuring that there are clear pathways, the services will also need to ensure that residents have a choice. This can be in regards to the services that they access, but also having the opportunity to make an informed choice using the information and advice they have received.

### Service Outcomes

The following outlines the outcomes that the Service Provider(s) would be responsible for working with key partners to achieve for each of the Key Cohorts:

* **Informed** - Residents are able to access a diverse range of information and advice, which helps them to identify their options and make the choices required.
* **Responsible** - Residents take responsibility for addressing the issue or concern, by seeking out the right information and advice at the right time.
* **Empowered** - Residents are empowered to make the choices themselves, that are based on the correct information and advice and what is right for them.
* **Resilient** - The choices and decisions that our residents make are sustained and can be applied to other areas of their lives.

**Role Purpose**

As Contract Manager, you will combine strategic, analytical and operational skills, and be able to utilise sophisticated understanding of quality assurance, customer care, and the use of data to embed and develop an important new service.

As Key Strategic Partner Community Action Sutton will need to lead on making information, advice and support accessible, innovative and effective. You will also have the opportunity to work closely alongside the CEO to influence the way the service evolves and to shape and develop partnerships across the voluntary, public and private sectors.

This role requires excellent interpersonal and influencing skills, with the ability to build rapport with a wide range of stakeholders including senior commissioners, partner providers, operational staff, volunteers and service users.

You will need to be able to provide positive, robust and data-based contract management with a focus on solutions and ongoing improvement.

You must have a strong understanding of key issues affecting vulnerable people and familiarity with the challenges and opportunities of the current funding, commissioning, and income generation environment.

Pro-active, challenging, creative and highly professional, you will possess the positive and impactful leadership behaviours that will ensure our continued growth and success in the delivery of vital support services to all people in the London Borough of Sutton.

This role is a rare opportunity to lead on the development of a new and innovative partnership service.

**Main duties and responsibilities (role profile)**

**Overall**

Community Action Sutton will be accountable for delivering against all aspects of the Service Specification and Terms and Conditions. However, the majority of the service will be delivered by sub-contracted expert partners. This post will be responsible for ensuring that day to day for this is taking place to specification and quality standards and that this can be robustly evidenced.

**Main Responsibilities:**

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| **Services and Quality (65% of role)** |
| **Quality and Performance Standards*** Building a collaborative partnership culture across the network of delivery partners.
* Leading 1-1 regular review meetings with senior representatives of each delivery partner to ensure performance is on track and delivery is of required quality and depth and to identify and resolve key issues within the context of a collaborative, partnership culture.
* Exploring innovation opportunities for continuous improvement, based on evidence, keeping abreast of relevant policy, initiatives and making effective use of the analysis of data and monitoring information to identify emerging issues;
* Establishing and developing unified information management systems across the service to understand and monitor demand and identify opportunities for development
* Working with the Council and the delivery partners to review the “Choice Pathways”, to ensure that there is a coordinated and seamless pathway for all Key Cohorts;
* Supporting the development of a staff training programme;
* Providing evidence of Social Value.

Act as senior safeguarding lead for the charity, and ensuring that there are robust safeguarding and complaints processes in place. |
| **Development and Partnerships (25% of role)** |
| Strategic* There are many opportunities for partnership and development the post holder will ensure that they are known by and working with a range of partners in Sutton to build awareness and identify opportunities;
* Develop and effectively build relationships with LBS and NHS commissioners to ensure that changing needs are met and good communications are maintained.
* Develop and effectively build relationships with professionals in different sectors (including health, social care, local business and voluntary and community organisations) to:
* Further develop the service, and identify opportunities for partnership, funding, and commissioning.
* Ensure that there are a range of partners supporting the delivery of the Choice Pathways;
* Outreach - Maintaining a good level of knowledge and understanding of the local landscape and market (including newly established community groups/forums) to develop and implement the outreach opportunities and to extend the impact of the service;
* Managing change - This role will be responsible for ensuring that any changes in function, delivery or services are managed effectively to ensure continuity for Service Users and residents;
* Influencing change and practice – supporting the delivery partners in using the data and knowledge to bring about changes and the practice delivered by the Service and across the Borough;
* Embedding co-production - Ensuring that Service Users are shaping, informing and developing the service.

Work in partnership with colleagues internally and externally including LBS’s Communications lead, Head of Partnerships, Impact and Equality and Community Development Officers to ensure maximum reach and impact of services, and effective marketing of services. |
| **Other senior leadership duties (10% of role)** |
| Act as part of the Senior Leadership team, deputising for the CEO when required.To work collaboratively with delivery partner leads to enable and support them to identify opportunities for innovation, efficiency, and improvement.Champion and demonstrate through action a commitment to the Vision and principles of the service.Make decisions and judgements, and problem solve to address challenges within agreed boundaries, identifying and implementing changes that improve outcomes and enabling others to do the sameUndertake any other duties within the competence of the post holder under the direction of the CEO as may be required from time to time.Carry out the duties of the post in accordance with Community Action Sutton and the MIC service’s policies and procedures including: Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection, Safeguarding Adults at Risk |

**Person Specification**

**(Please base your application on the person specification)**

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|  | **Skills/experience** | **Essential/Desirable** |
| **Services and Quality (65% of role)** | Experience of managing and developing services including those delivered via a range of sub-contracted partners, to achieve service quality, operational and financial targetsExperience of building and supporting a collaborative culture across a number of teams or delivery organisationsExperience of working in services where some of the key cohorts are all or part of the target beneficiary group, with demonstrable understanding of the key issues they may faceSubstantial experience of developing systems and staff skills in monitoring outcomes, quality assurance, data analysis and project evaluation, and in using insight gathered from a wide range of services to drive development and innovation Experience of managing staff including motivation, training, mentoring, performance management and development. Experience of risk management in the context of service leadershipStrong experience of stakeholder management and ability to identify and address underperformanceStrong understanding of safeguarding legislation and good practice in adult safeguardingDemonstrable understanding of the importance of equalities and diversity as it relates to service deliveryExperience of developing and/or delivering learning and development activity to support managers and front line staff / volunteers to develop skills and confidence, and improve services | **E****E****E****E****E****E****E****E****E****D** |
| **Development and partnerships (25% of role)** | Substantial experience of developing services to extend reach and impact, and continuously improve qualityExperience of engaging stakeholders including staff, volunteers, service users and the wider public to drive developmentExperience of mission-focused fundraising and/or tendering, or of working with specialist colleagues on development of bids and pitchesStrong experience of using evaluation data to understand the benefits, challenges, and potential of services, and using this insight to drive continuous improvement and innovationExperience of working at a strategic level with a range of partners and stakeholders including health, social care, local business and voluntary and community organisations to develop opportunities for services, influencing, and partnershipsKnowledge of key national and local policy, practice and guidance in relation to the key cohorts, and able to demonstrate research skills required to develop thisExperience of marketing a service to professionals and the public or experience of working with specialist colleagues to shape strategy and messaging | **E****E****E****E****E****E****D** |
|  **Other senior leadership duties (10% of role)** | Experience of working as a leader in an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insightExperience of budget management and financial planningExperience of strategic and operational problem solving and making decisions within role boundaries, and identifying and implementing changes that improve outcomesExperience of producing analysis and reports to inform and advise senior colleagues of progress, opportunities and threatsHighly competent with electronic communications, word processing and excelA demonstrable personal commitment to the Mission, Vision and Values of Community Action Sutton | **E****E****E****E****E****E** |