

## Recruitment Pack – Programme Manager

### Welcome letter from the Chair Cameron Fitzwilliam-Grey

On behalf of the board of trustees, thank you for your interest in joining the hub for London under the remit of Greater London Volunteering (GLV). These are incredibly exciting times for London as we progress with the establishment of an infrastructure hub for London's diverse communities and networks that make up civil society in the capital.

This role comes at a pivotal time in our journey and plan. We've worked hard over recent years to build strong, trusted and fruitful relationships across the capital. Our agile and responsive approach to addressing voluntary, statutory and business sector opportunities has always had collaboration at its foundation; the hub will have a broad remit, so wherever you come from, the important thing is you understand the support that London's civil society needs, we welcome cross-sector applications.

We have strong, trusted and productive links with London's voluntary and community sector, charitable funders, the GLA, London Councils and specialist infrastructure groups. In this role, you'll be responsible for growing these services as part of a new team to bring benefit to London.

Why join us? In short, this is your opportunity to help set up, develop and lead something special for the Capital. If you're networked, strategic in your thinking but collaborative and pragmatic in your approach, then we'd love to hear from you.

We are looking for people who can work with us to practically deliver our strategy, recognise and nurture relationships, work and respond creatively, whilst keeping an eye on the horizon. We've built the strong foundations for you; and this role is your chance to add something special and help us realise our vision...



**Cameron Fitzwilliam-Grey**  
Chair Greater London Volunteering

## 1. Background Information

Greater London Volunteering has been awarded funding to set up a new infrastructure support organisation for London's civil society – currently referred to as the new hub for London (interim title). The new organisation will offer a range of support for civil society, including both charities, social action groups, community organisations among others. The Hub for London is a joining up of functions across London Voluntary Sector Service Council [LVSC](#) (now in administration) and Greater London Volunteering ([GLV](#)). It will operate under the revised charitable objectives for GLV which have been agreed by the Charity Commission and accepted by GLV's membership at an EGM. A considerable amount of work has been underway to create a new organisation that will fully meet the needs of civil society for the region moving forward. The hub aims to offer three key functions:

1. Information – data and intelligence on civil society across London
2. Networking – supporting civil society engagement and collaboration
3. Voice and Influence – increasing the influence and representation of civil society in policy and regional planning

It is important to note that this is only a working title for the organisation and we are currently developing a communications narrative and branding/website for the new organisation.

There is currently a cross-sector advisory group in place for the hub and this group have been meeting monthly to review the structure and functions of the organisation, develop a communications narrative and explore the interface with regional, specialist and local civil society groups and networks.

More details on the hub and the advisory group can be viewed [here](#).

## 2. Hub Roles

The hub will have a small team in place and the recruitment process for the Chief Executive is nearing completion. The hub will have the following posts:

- Chief Executive
- Programmes Manager
- Intelligence Coordinator
- Networks Partner
- Employment and Skills Policy Lead
- Hub Coordinator

### 3. The Programme Manager Role

This will be an exciting role that builds on a wider programme of work in place across London looking at Civil Society called the Way Ahead. The role will have close ties with London Councils, the GLA, London Funders and others and it aims to champion the role of civil society as part of the vital infrastructure for the region with a focus on campaigning, voice and influence. As well as taking the lead on contract management.

Early work on defining a communications narrative for the hub has highlighted the need for it to create a space where civil society is promoted as a confident, ambitious and equal partner. This will be achieved by:

- Actively learning and collaborating together
- Advocating more strongly together
- Designing for systems needed by civil society in the future
- Being reflective and responsive to the needs of civil society
- Meeting the complexity of what's happening across London and articulating this collectively
- Linking and supporting all levels of civil society

The role will need to actively promote and advocate the value of civil society and be inclusive of all of London's communities. The work of the hub will take forward the recommendations by the Equalities sub group and this role will need to ensure that:

1. The hub will co-produce its work with stakeholders including actively supporting the involvement of excluded / discriminated communities and organisations 'Nothing about us, without us'
2. The hub commits to ensure all involvement and representation in its work reflects London's diverse communities including excluded / discriminated against communities
3. The work of the hub is accessible and inclusive and enables excluded / discriminated against communities and organisations to actively take part effectively
4. The hub and its work is needs led, reflecting the priorities of diverse communities and championing the value that those communities bring to London

### 4. Recruitment Timetable

Closing date for applications	25 <sup>th</sup> May
Shortlisting Decisions	30 <sup>th</sup> May
Interviews	5 <sup>th</sup> June

## 5. Governance

This work is currently supported under the remit of GLV, who have adopted a revised set of charitable objectives. GLV are undertaking a review of their existing governance arrangements and this will include the recruitment of new trustees and revised membership arrangements.

## 6. Background reading

For further information about the work underway on both the hub for London and the wider work on the Way Ahead please visit these links.

1. The Way Ahead – the hub is part of the wider work in place across London to look at developing effective systems to support civil society. This programme is called the Way Ahead and further details can be obtained via the [website](#) and by downloading the full [report](#)
2. The Way Ahead and Establishing a London Hub – a [report](#) commissioned by LVSC and partners on the focus for the hub.
3. Equalities principles and the Way Ahead – click [here](#) for a set of equalities principles to be embedded in the implementation of the Way Ahead
4. City Bridge Trust – the hub has received funding from City Bridge Trust for the press announcement on this funding, please click [here](#)
5. The hub overview – this [paper](#) gives an outline of the proposed structure and form for the new organisation
6. Background Information on Infrastructure - the Rocket Science report on the funding of infrastructure gives an overview of the current picture across London, and the impact of austerity on infrastructure. Please click this [here](#)
7. Local Infrastructure - A [report](#) by the CVS Directors on the Way Ahead and the interface with local infrastructure and the hub

# Programme Manager

## Job Description

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<b>Purpose</b>	To promote the voice of the civil society across London, by creating strategic partnerships and influencing change
<b>Responsible to</b>	Chief Executive
<b>Salary</b>	£45,000 per annum, 2-year fixed term contract
<b>Direct reports</b>	None
<b>Location/Environment</b>	Based in central London, location to be confirmed. It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends

### Main Purpose

To work alongside of the Chief Executive to enhance the voice of civil society across London, building partnerships with key stakeholders and leading on the campaigning, voice and influencing activities for the Hub. This role will also lead on the programme management of any contracts and ensure that civil society is effectively represented across the region.

### Principal Responsibilities and Accountabilities

#### Leadership

1. To work alongside the Chief Executive to enhance the voice of civil society across London, forging strategic partnerships with key players e.g. statutory bodies, corporate organisations, and the diverse range of civil society groups

#### Partnership Development

2. To build and maintain effective networks of contacts, building on existing partnerships and developing new alliances where required
3. To represent the organisation and promote the work of the civil society through membership on various boards and working parties, gathering and disseminating information and intelligence between key partners

### Voice and Influence

4. To develop and lead a campaigning and networking forum to share intelligence on policies and key issues across London, to increase collaboration and improve outcomes
5. To facilitate and manage the annual gathering of data and intelligence on voice campaigning and influencing activities across London
6. To develop and showcase examples of new innovations and established elements of civil society, to help raise awareness and influence policy decisions
7. To promote projects that could be scaled, and interventions that could be used as the basis of future funding bids

### Project Management

8. To work with the Chief Executive to develop an organisational workplan which delivers the aims and objectives of <sup>1</sup>hub for London and builds on the work already identified within the 'The Way Ahead' report
9. To project manage the delivery of the workplan for hub for London and ensure timely reporting to the Board and funders against agreed budgets and deliverables
10. To implement a project management framework for use across the whole organisation
11. To be responsible for the effective use of budgets ensuring synergy and added value for funders, beneficiaries and the organisation

### Funding and Resources

12. To work alongside the Chief Executive to develop a sustainable funding strategy for hub for London and to secure appropriate resources
13. Identify and secure funding to support the delivery of project work and activities in the workplan and for cascading funds across the membership
14. To bring together partnerships and consortia to enable them to bid for regional contracts and to then share funding among the consortia and partners proportionately
15. To oversee bids which hub for London submits jointly with other partner organisations and manage the relationships between funders and providers

### Communications

16. To oversee the internal and external communications functions for the hub for London and ensure these are accurate, innovative, targeted and appropriate

### General duties and responsibilities as an employee

17. To work as part of a team and contribute to the overall aims and objectives of the organisation
18. To be an advocate for the organisation
19. Attend staff meetings and training as required

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<sup>1</sup> Hub for London is a working title for the new organisation, we are currently working with communications leads to design the branding and name for the new organisation

20. All staff are required to operate in accordance with the organisation’s values, policies and procedures, including but not limited to, Health and Safety, and Data Protection.

Principal working relationships

- Hub for London staffteam
- External suppliers and service providers (i.e. website host; IT support; premises management)
- Event organisers, suppliers and guest speakers
- External stakeholders including national and regional networks and partnership organisations

The above list of duties and responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested and as appropriate to your role level.

**CHANGES:**

This is a description of the job as it is presently constituted. It is the practice of the organisation to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This would be conducted in consultation with you.

**Person specification**

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Requirements	Essential	Desirable
<b>Educational attainment</b>	<ul style="list-style-type: none"> <li>• Degree level or equivalent</li> <li>• Relevant professional/managerial qualification or equivalent experience</li> </ul>	
<b>Knowledge required</b>	<ul style="list-style-type: none"> <li>• Programme and Project Management</li> <li>• Proven knowledge of campaigning and influencing</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management qualification (i.e. Prince2)</li> </ul>

<b>Experience required</b>	<ul style="list-style-type: none"><li>• Proven experience working strategically in a similar role</li><li>• Previous experience of fundraising and funding</li><li>• Strategy development and delivery experience</li><li>• Track record of applying strong analytical skills and lateral thinking to develop creative and innovative solutions</li></ul>	<ul style="list-style-type: none"><li>• Experience of campaigning and influencing</li><li>• Experience of the management and control of budgets</li></ul>
<b>Skills and aptitudes required</b>	<ul style="list-style-type: none"><li>• Flexible and able to manage priorities, moving between pieces of work as necessary</li><li>• Ability to manage several on-going tasks at the same time and perceive and make use of the connections between them</li><li>• High level project management and implementation skills, including an ability to manage multiple strands of activity simultaneously</li><li>• Strategically focussed oral, written and visual communication skills, that can be developed to involve a range of stakeholders</li><li>• Demonstrable evidence of using well developed influencing and negotiation skills within a context of complexity and ambiguity to influence priority outcomes</li></ul>	<ul style="list-style-type: none"><li>• High level project planning and management skills, including the ability to keep to budget and to achieve project objectives</li></ul>



	<ul style="list-style-type: none"><li>• Ability to act swiftly to events in a fast-paced environment</li><li>• Ability to build and maintain strong professional relationships with key stakeholders</li></ul>	
<b>Personal qualities required</b>	<ul style="list-style-type: none"><li>• Exhibits a commitment to excellent customer care and maintaining a positive external image of the organisation.</li><li>• Displays a commitment to working positively within a framework, which values and celebrates diversity</li><li>• Displays a strong empathy with the values and vision of the organisation</li><li>• Attention to detail and results-oriented</li><li>• A <i>can do</i> attitude</li><li>• A strong commercial focus</li></ul>	