

# Voluntary Sector Infrastructure Support Lead

Department	Community Services
Pay Grade	G6
Responsible to	Community Development Team Leader

## Role Purpose

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To understand the needs and develop the capacity of the voluntary sector by providing support, development, information, and guidance to local organisations that will in turn help to create healthier, safer and stronger communities within Horsham District.

## Direct Reports

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- Volunteer Advice and Support Coordinator

## Role Specific Responsibilities / Accountabilities

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- Strategic oversight of the Voluntary Sector Support Service in Horsham District, ensuring that the service meets the need of the local voluntary sector.
- Representing the voice of the voluntary sector at relevant meetings and forums, with statutory partners.
- Attending relevant forums and networks to hear directly from voluntary organisations as well as encouraging them to put forward their views on local and national issues that affect the sector.
- Bringing groups of interest together to help facilitate partnership working within the sector.
- Infrastructure support to new and existing groups in the district (including governance, charity set-up, policies etc.), to help them to develop and grow.
- Identify training needs of the vol sector and work with colleagues to provide relevant training.
- Run events and campaigns for the sector, particularly during key periods in the calendar such as Volunteers' Week, Small Charities Week, Trustee week.
- Line management of the Volunteering Advice and Support Officer
- Management of a VSS budget
- To carry out such other duties that may reasonably be required.

# Knowledge, Skills and Qualifications

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**Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.**

## Essential Criteria

- Experience in Community Development
- Experience of working with individuals and groups in a community setting
- Experience of working with a range of statutory and voluntary organisations
- Experience of leading or co-ordinating projects
- Customer Service experience within the public sector
- Financial Management experience
- Able to communicate with a wide range of people from different backgrounds including ethnic, social and professional, both verbally and in writing
- Good analytical and problem solving skills
- Ability to work with all sectors of the community including socially disadvantaged groups
- Able to work as part of a team and on own initiative
- Influencing and diplomacy skills
- Organisational and Time management skills
- Able to co-ordinate partnership working
- Action planning skills and ability to lead and deliver projects
- Competent IT user, able to use and learn different packages and systems
- Educated to both GCSE and A Level, or equivalent
- Full UK driving licence and access to a vehicle

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement changes to improve / enhance performance to continuously deliver improvements to services.

- Develop team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Participate in the recruitment and management of team members, giving clarity regarding targets, standards and performance expectations. Review performance giving regular feedback and implementing solutions to address both high performance and poor performance. Before acting as recruiting manager you must partake in training on the Council's recruitment processes.
- Ensure all team members, and new team members, including casual workers undertake mandatory training (Fire, Health and Safety, Data Protection and Safeguarding).
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, inclusion, access to services and tackle discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

# Generic Employee Behaviours

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**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

## Customer Focus

- Managing customer service
- Constructive customer relationships
- Improve customer service to meet local needs and aspirations

## Achieving Excellence

- Strive to be an excellent organisation
- Deliver continuous service improvement
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

## Our People

- Support the team to work collaboratively
- Invest in our people for continuous improvement
- Support creativity and responsibility