

## **JOB SUMMARY AND PERSON SPECIFICATION**

- Job Title:** Community Development Manager (area based)
- Reports to:** Operations Manager
- Based at:** Regional as defined in the Help for Heroes Ways of Working Policy. For each position there will be a frequent requirement to travel extensively within the applicable region. Available regions are as follows: (South England/South Wales) / (North England/North Wales) / (North England/Scotland & NI)
- Hours:** 35 hours per week to be worked over 5 days, Monday – Sunday, including evening and weekend work as required by the company. Due to the nature of the role, flexibility in working hours is necessary to ensure that a total of 70 hours is worked over a two-week period.

The client group for this role are members of the armed forces community and their families who are facing challenges. This includes those who may be ill, disabled, or elderly and those who may have care and support needs as a result. Given the potential needs of the client group, and as requirements of this role fall within regulated activity, this position is subject to an enhanced DBS check or country equivalent checks.

Anyone connected with Help for Heroes may be at risk and/or vulnerable/temporarily vulnerable, either by statutory definition or through circumstance. Help for Heroes is committed to safeguarding and ensuring the welfare of vulnerable adults, children, and young people and expects all employees and volunteers to share this commitment.

Job Purpose	To lead a regional team of Community Builders in delivering a reshaped participation and connection strategy, informed by asset-based community development (ABCD), which delivers on the charity's objectives for enhancing reach and positive impact for members of the Armed Forces community facing challenges.
Accountabilities	1. This post sits within the Community Development team which is part of an integrated services team under the leadership of the Services Director. Operational leadership of the team is held by the Head of Community Development and Participation and delegated through the leadership team. The post holder is accountable for the delivery of the provisions of the Community Development



	<p>Implementation Strategy and Service Standards. This extends to the following</p> <ol style="list-style-type: none"> <li>2. Ensuring the operational implementation of strategy to realise our objectives by –</li> <li>3. Contributing to the leadership of an integrated, community development and hybrid volumizing offer which improves reach and sustained positive impact for members of the Armed Forces community.</li> <li>4. Providing management for Community Development colleagues and leading Community development practice, and to ensure excellence and quality assurance against operational requirements.</li> <li>5. Closely collaborating with other teams and colleagues to optimise reach, impact, accessibility, and visibility across the Armed Forces community.</li> <li>6. Collaborating with commercial and marketing colleagues to generate, visibility, funding opportunities, and income.</li> <li>7. Increasing the depth, reach, and impact of our knowledge and insight through Asset-Based relationships and partnerships which deliver positive effect for the Armed Forces community.</li> <li>8. Integrating advocacy, lived experience, and co-production to shape Community Development practice and projects, and influence the proliferation of this practice</li> <li>9. Creating viable plans for the growth and expansion of Community Development initiatives using pilot projects</li> <li>10. Contributing to budget setting and control.</li> <li>11. Deputising in a senior capacity where required.</li> </ol>
<p>Main Responsibilities</p>	<ol style="list-style-type: none"> <li>12. Work under the Head of Community Development and Participation to develop and deliver implementation plans supporting the Community Development Implementation Strategy of our Live Well 2032 objectives.</li> <li>13. Lead and inspire a team of Community Builders, fostering collaboration, innovation and a commitment to community impact working in an ABCD informed way.</li> <li>14. Build best practice based on ABCD informed practice and Community Development National Occupational Standards.</li> <li>15. Coordinate and deliver on Locality Based Community Development related services</li> <li>16. Identify and develop viable plans for growth and expansion of Community Services across your region</li> <li>17. Provide line management for a regionally specific team of Community Builders, positively participating in line management meetings, annual appraisals, monthly and</li> </ol>

	<p>quarterly team meetings as required facilitating. 1:1 and group line management supervision including volunteers.</p> <p>18. Provide regular reports to senior management and stakeholders on the progress, challenges, and achievements.</p> <p>19. Set clear objectives and performance expectations for Community Development colleagues/volunteers and programme activity.</p> <p>20. Mobilization of new opportunities ensuring all activity is co-designed and has sustainable outcomes in line with implementation strategy and community development principles.</p> <p>21. Identify and leverage community assets and resources to support community development initiatives.</p> <p>22. Act as safeguarding and health and safety lead for your regional team ensuring safe practice.</p> <p>23. Identify and manage internal and external referral pathways as determined by needs.</p> <p>24. Providing particular attention to the needs of veterans in devolved nations (If applicable for regional area)</p> <p>25. Overseeing the maintenance of high-quality records, budget processes, gathering evidence and impact data.</p> <p>26. Engagement with external stakeholders and networks.</p> <p>27. Meeting the travel requirements of the position. (Within a working day travel is to be expected where required for performance of duties. (Absence from home may be required on occasion.)</p> <p>28. Actively promoting the charitable aims of the organisation.</p> <p>29. Upholding and adhering to the Help for Heroes values and behaviour framework.</p> <p>30. Working to our <i>Professional Conduct Procedure</i>, as well as the professional standards of any additional professional body of which you are a registered member.</p>
<p>Essential Qualifications:</p>	<p>31. Educated to degree level in a relevant field (Social Science, Community Development, Health and Social Care), related field, or hold an equivalent professional Community Development qualification.</p>
<p>32. Essential Knowledge, Skills &amp; Experience</p>	<p>33. Demonstrable experience of senior management / leadership of a Community Development team and/or integrated multi-disciplinary service informed by Community Development principles.</p> <p>34. Proven to be highly skilled in communicating in a collaborative, compassionate, ethical, and supportive manner with colleagues, service users, and stakeholders.</p>



	<p>35. Evidence of being an effective decision maker employing good reasoning and judgement skills, capable of taking independent action when undertaking duties remotely from others and reporting back to line manager and others as required.</p> <p>36. Strong analytical and problem-solving skills, with the ability to make data driven action.</p> <p>37. Demonstratable effective line management of a dispersed community-based team.</p> <p>38. Experience managing co-designed / co-delivered Community Development initiatives.</p> <p>39. Proficiency in managing projects from conception to completion.</p> <p>40. Ability to liaise with a wide range of internal and external stakeholders, and cross sector organisations, to increase opportunities and impact.</p> <p>41. Confident and competent in a forward-facing role with a variety of audiences in different situations.</p> <p>42. Competent in the use of computers, electronic client management systems and particularly the use of Office 365 and Teams.</p> <p>43. Demonstrable initiative and creativity to contribute to the development of a quality, sustainable community development service offer.</p> <p>44. Outstanding written and verbal communication skills, with the ability to articulate complex ideas clearly and persuasively.</p> <p>45. Has an affinity with the Help for Heroes ethos, and behaviour and values framework.</p> <p>46. Understands the importance of self-care and upholds personal responsibility for maintaining fitness to practice.</p>
<p>47. Desirable Knowledge, Skills &amp; Experience</p>	<p>48. Evidence of on-going personal and professional development which supports the position of a senior practitioner / service manager.</p> <p>49. Understanding of the Help for Heroes recovery ethos and holistic approach.</p> <p>50. Has sector experience – charity/military.</p> <p>51. Experience in the facilitation and delivery of community-based services.</p>
<p>52. Key Competencies &amp; Behaviours</p>	<p>53. Genuine professional commitment to ABCD informed delivery.</p> <p>54. Has the ability to inspire and convey the power of social engagement.</p> <p>55. Possesses the capacity to work collaboratively with others.</p>

	<p>56. Can embrace the organisational ethos and the process of recovery and to hold a focus on recovery progression.</p> <p>57. Demonstrates the ability to build rapport quickly.</p> <p>58. Displays a positive, empathetic, patient, polite and friendly manner.</p> <p>59. Understanding of professional boundaries and how these shape effective working relationships with beneficiaries.</p> <p>60. Understands fundamental principles of safeguarding, cultural awareness, first aid, mental wellbeing, inclusion and working with vulnerable adults.</p> <p>61. Manages challenging situations and behaviours in a calm and appropriate manner, even when under pressure.</p> <p>62. Displays the highest levels of integrity, confidentiality, and commitment.</p> <p>63. Understands levels of accountability and the need for transparency.</p> <p>64. Is well organised, responds quickly to changing demands and demonstrates strong skills in prioritisation and time management.</p> <p>65. Can work within a range of environments, locations and working cultures, adapting personal style and delivery method accordingly.</p> <p>66. Capable of delivering with minimal direction.</p> <p>67. Attention to quality and detail in all aspects of work.</p> <p>68. Demonstrates an ability to work as part of a team and be a flexible team player.</p> <p>69. Demonstrates self-motivation and good organisation.</p> <p>70. Communicates in a professional and friendly manner.</p> <p>71. Has the ability to inspire and convey the power of social</p> <p>72. Can demonstrate flexibility regarding hours of work, including routine out of hours/ evening work and occasional weekends in line with beneficiary / service needs.</p> <p>73. Sensitivity to cultural differences and an understanding of how they may impact community development outcomes.</p>
--	--

I have read and understood the Job Description:

PRINT NAME: .....

SIGNED: .....

DATE: .....