

Information Pack - working for our VCSE Alliance

Bristol, North Somerset & South Gloucestershire VCSE Alliance - hosted by



In this information pack you will find details of one of the posts - VCSE Brokerage Administrator - in the new Bristol, North Somerset & South Gloucestershire VCSE Alliance Team, hosted by Voscur.



The Bristol, North Somerset and South Gloucestershire (BNSSG) VCSE Alliance launched in January 2024. It aims to influence and facilitate greater collaboration between the regional health system (BNSSG Integrated Care System) and the Voluntary, Community and Social Enterprise (VCSE) Sector. It seeks to do this by enhancing the role of the VCSE sector in the delivery and transformation of wellbeing and health, and cementing our sector's role as a key strategic partner in the planning, design and delivery of health and care, in its widest possible definition.

The co-design of a new 'VCSE Brokerage Framework' with colleagues from the Integrated Care Board (ICB) and System (ICS) is a key priority for the VCSE Alliance in 2024-25. The aim of the Brokerage Framework is to provide a clear, fair, inclusive and proportionate way for health and social care system partners to reach a diverse range of VCSE organisations. The intention is that it will be a new process by which grants and opportunities can be distributed to the sector.

This is a new framework, and a new way of co-working with the ICB and ICS. The development of the framework is underway and will be further refined through Summer 2024 before being tested via pilots in the Autumn. The intention is then to integrate learnings and prepare the framework for launch in Spring 2025.

The VCSE Brokerage Administrator's role is to support the further development, piloting, and preparation for launch of the Brokerage Framework. The role will work closely with the soon to be recruited VCSE Brokerage Manager and the current VCSE Alliance team, including me as the VCSE Alliance Strategic Programme Manager.

Ensuring that we have a clear, efficient and effective administration process for the Brokerage Framework will be fundamental to its success. We're looking for someone who has experience of working in an administrative role who can bring a high level of competency, efficiency and organisation. You'll need to be able to work independently and use your own initiative at times, whilst being able to work with colleagues from multiple organisations.

If you are interested in the role and would like to find out more, please contact me on ellie.o@voscur.org to arrange a time for a chat.

Ellie Oriel
Strategic Programme Manager (VCSE Alliance)



Background information: the BNSSG VCSE Alliance

Changing Health System

Across England, the health system is changing into new Integrated Care Systems (ICS), which are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. The purpose of ICSs is to bring partner organisations together to:

- Improve outcomes in population health and healthcare
- Tackle inequalities in outcomes, experience, and access
- Enhance productivity and value for money
- Support broader social and economic development.



For more information on ICSs: <https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>

The ICS for our region (Bristol, North Somerset and South Gloucestershire) is called Healthier Together. More information: <https://bnssghealthiertogether.org.uk/>

BNSSG VCSE Alliance

The VCSE Sector plays a crucial role in the health and wellbeing of people and communities. The BNSSG VCSE Alliance exists to enable diverse VCSE organisations to engage and participate in system-wide changes to health and care services. NHS England recommends that:

- The VCSE sector is a key strategic partner with an important contribution to make in shaping, improving and delivering services, and developing and implementing plans to tackle the wider determinants of health.
- VCSE partnership should be embedded in how the ICS operates, including through involvement in governance structures, in population health management and service redesign work, and in system workforce, leadership and organisational development plans.

The VCSE sector has a strong track record of collaborating to address challenges and create lasting impact for people and communities. The Alliance represents our collective commitment to supporting the engagement of the complex, diverse VCSE sector, with the rapidly changing, complex ICS. This work will focus on system-level developments, as well as those in three local authority areas (Bristol, North Somerset & South Gloucestershire) and six localities. Our challenge is to align and enable a diverse and complex VCSE sector to engage with the changing ICS - so that the VCSE sector is an integral part of health system changes and its expertise over decades of community work continues to achieve impact and benefits for people and communities across BNSSG.

For more information on the VCSE Alliance: <https://www.voscur.org/vcse-alliance/>

Working at Voscur (the VCSE Alliance Team is hosted by Voscur)

Voscur is the leading support and development agency for Bristol's VCSE sector, with a history of over 25 years.

Our people and culture

Our strength is in bringing together people with a diversity of thought, experience, and backgrounds, who work together as an effective team. Who we are changes over time, but our culture remains open, positive, and collaborative.

We believe it's important to be empathetic and respectful in our work with colleagues, clients, partners, and the public. Our staff are engaged in and passionate about their communities, trusted and knowledgeable, and take the time to listen to and consider the perspectives of others.

The environment we work in is warm and welcoming. We have regular (optional!) social activities, and celebrate our successes together.

Where you'll work

Our main office space is in central Bristol, just on the corner of Queen Square. We have easy access to the harbourside and to the city centre. We're well served by buses, fifteen minutes' walk from Temple Meads station, and there are Tier parking spaces and cycle racks just outside the building.

Our staff work flexibly across the city. We have a regular presence at Knowle West Health Park, Easton Community Centre, and the Greenway Centre, and plenty of opportunities for outreach work in other local community venues.

Finally, our flexible and hybrid working policies mean that staff can work from the comfort of their own homes when they need to - while maintaining a core day in the office (Tuesdays) to ensure the team still meet face to face.

Benefits

- Employer pension contributions at 7%
- 25 days pro rata of annual leave entitlement to use throughout the year...
- ...plus all bank holidays, and an additional three days (pro rata) paid leave during our End of Year closure (25th December - 1st January)
- Flexitime - our standard meeting hours are 10:00 - 16:00. Some of our staff work compressed hours, arrange their schedule around childcare needs, or simply choose to start work at 10am!
- Access to a cycle to work scheme and a home and tech discount scheme through BHN Extras.
- Access to an Employee Assistance Programme.



Job Title	VCSE Brokerage Administrator
Job Purpose	To deliver an effective level of administrative and project support for the VCSE Brokerage Framework, which promotes good customer service, effective working relationships and clear communication.
Reporting to	VCSE Brokerage Manager
Posts Line Managed	None
Projects, Contracts, and Budgets	2024/25 ICS-VCSE Alliance grant agreement and budget.
Relationships	Integrated Care Board staff; Integrated Care System staff; VCSE Infrastructure organisations; VCSE Lead Locality Organisations; VCSE organisations for communities of identity and practice; Public Health; Sirona Care and Health; Local Authorities; Colleagues.
Income Generation	Shared responsibility to contribute to opportunities to generate income for the continuation and/or development of the VCSE brokerage framework and similar activities.
Salary	£28,383 per annum (£17,259.93 pro rata), plus 7% employer pension contribution.
Hours	22.5 hours per week To enable a more diverse range of people on our team, we greatly encourage you to let us know at this stage how best we can accommodate your flexible working needs.
Our Approach	<p>We take a highly supportive, flexible approach to enabling people to excel within their roles, and to reach their full potential. Examples include:</p> <ul style="list-style-type: none"> • Flexible working - we encourage people to put in flexible working requests where this supports their needs; including caring duties, long-term health conditions, or wellbeing. • Hybrid working - 60% in the office or community venues and 40% work from home is typical for full-time staff. • A core day in the office for all staff (Tuesday) to ensure that hybrid working works well, facilitating the quick conversations and team discussions that benefit from being face-to-face. • On our core day, our team members have organised optional weekly Wellbeing lunches to bring people together over lunchtime. Activities have included walks around the harbourside, picnics in Queen Square, and craft activities. • We don't book any team meetings before 10am or after 4pm, as we anticipate working around different people's flexible needs and we don't want you to miss out if you need a late start or an early finish. • We ensure that all staff get a regular 1:1 Support and Supervision with their line manager, and a robust annual Appraisal - but we also have a team-centred workplace culture, so you will see colleagues and your manager much more regularly than that.

	<ul style="list-style-type: none"> • We aim to ensure that everyone can bring their whole selves to work, with a workplace culture that embraces diversity and recognises the benefits of a diverse team for us all. • We offer you a highly collaborative workplace with lots of discussion, knowledge-sharing, a collective approach to solution finding and a shared sense of purpose.
Contract	Fixed term contract for 12 months, with potential for extension.
Location	<p>This post is based at the Voscur office (Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB) and will involve occasional travel throughout Bristol, North Somerset, and South Gloucestershire.</p> <p>Voscur operates a Hybrid working policy under which employees can work from other locations in addition to the Voscur office. People working at Voscur regularly work from community venues in addition to the office and their homes.</p>

Principal Duties

1. Administrative and Project Support

- 1.1. Provide administrative support to the development of the Brokerage Framework.
- 1.2. Develop and implement administrative processes for the implementation of the framework.
- 1.3. Support the VCSE Brokerage Manager with the convening of evaluation panels and the required administrative processes for scoring received proposals.
- 1.4. Support the VCSE Brokerage Manager on the testing of the Brokerage Framework. Lead the administrative process of capturing learnings from the pilots and present findings in an easy to understand and digestible manner.
- 1.5. Run the administrative process to onboard VCSE organisations onto the Framework.
- 1.6. Run the administrative process for the quality assurance to join the framework, working closely with the partners, including capacity building teams at Voscur, Voluntary Action North Somerset and South Gloucestershire CVS, and making referrals to support for VCSE organisations.
- 1.7. Support the Brokerage Manager with key project management tasks, such as maintaining a risks and issues log.
- 1.8. Contribute to regular reporting in a format agreed with the ICB.
- 1.9. Work with the Brokerage Manager and VCSE Alliance Strategic Programme Manager to ensure close alignment with the VCSE Alliance.
- 1.10. Provide guidance and advice on relevant policies and procedures.

2. Partnership Management and Communications

- 2.1. Provide administrative support to VCSE Brokerage engagement events.
- 2.2. Ensure that team members have access to live documents, briefings, and relevant internal communications that work effectively.
- 2.3. Support the VCSE Brokerage Manager in the creation of any communications resources including presentations.
- 2.4. Lead an administrative process to ensure reflection and learning points are collated and shared.
- 2.5. Support the VCSE Brokerage Manager in liaison with ICB colleagues as required.
- 2.6. Ensure all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.

- 2.7. Act as a point of contact for the Brokerage team, dealing with and responding effectively to complex queries from stakeholders and passing on relevant information to appropriate team members sensitively and autonomously.

3. General (Expected of all Voscur Employees)

- 3.1. Actively contribute to a positive working environment, one in which everyone can reach their full potential.
- 3.2. Keep informed of relevant legislation, policy, and good practice developments.
- 3.3. Contribute to other Voscur services, partnerships, and projects as required, linking in particular with the Capacity Building teams.
- 3.4. Carry out duties in compliance with Voscur's policies.
- 3.5. Keep up-to-date records and contribute to Voscur's information services.
- 3.6. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 3.7. Work in accordance with current legislation.
- 3.8. Be responsible for your own safety and not endanger that of colleagues / visitors in the workplace.
- 3.9. Undertake occasional out of hours work, as directed by the CEO / line manager.
- 3.10. Act as an ambassador for both Voscur and the VCSE Alliance.
- 3.11. Commitment to advancing equity, eliminating discrimination, and fostering good relations between people and groups.
- 3.12. Contribute to agreed Monitoring and Evaluation of work and projects, and contribute to regular and annual reports.
- 3.13. Undertake other reasonable duties commensurate with the grading for the post.

Person Specification

Skills and Attributes	Essential	Desirable
Excellent interpersonal skills including the ability to communicate effectively with people from a wide range of backgrounds and roles.	✓	
Excellent written English and the ability to communicate in plain language to a range of audiences.	✓	
Ability to work collaboratively with colleagues and many partner organisations.	✓	
Excellent self-motivation and the ability to self-start and use initiative.	✓	
Strong organisational and time management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines.	✓	
Ability to work with funders and partners to meet the requirements of a range of programmes and projects.		✓
Administrative competency and ICT literacy.	✓	
Ability to work on own initiative and organise own workload without supervision, working to tight and often changing timescales.	✓	
Knowledge	Essential	Desirable
Knowledge of the social, political, and economic context in which the local VCSE sector operates, and the current challenges and opportunities for organisations.		✓
Knowledge of the health and social care environment and the roles and responsibilities within it.		✓
Knowledge of equalities and inclusion principles and how these can be practically applied to address barriers to inclusion.	✓	
Understanding of Confidentiality and the Data Protection Act.	✓	
Experience	Essential	Desirable
Developing and managing office systems, databases, and processes.	✓	
Experience of working within a Brokerage team or similar specialist area, such as grant or contract management.		✓
Significant administrative / secretarial experience, including initiating and maintaining office systems.	✓	
Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, Powerpoint, and Access.	✓	
Organising diaries, meetings, and events relevant to projects.	✓	
Ability to work with and maintain confidential data and information.	✓	

Timetable and Recruitment Process

Recruitment Policy

Voscur is an Equal Opportunities employer, and we actively encourage applications from all backgrounds and communities.

Equity and diversity are very important to our diverse VCSE sector and population. We are keen to increase the diversity of our team, and welcome applications from people whose communities are currently under-represented - particularly Black, Asian, and other Ethnic communities, people of faith, and those that have experienced poverty. As part of our commitment to inclusion, all candidates from those communities who meet the essential criteria will be invited to interview.

We will make reasonable adjustments to the interview process if you need something different or additional as part of the process - for example, if you have a disability, long-term health condition, or caring responsibilities. Please do let us know in the application form.

Timetable

Deadline for applications: 9am on 1st July 2024.

Interviews:

Anticipated to take place on the 11th July at Voscur's office (Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB)

Recruitment Process

Download the forms from the Voscur website: <https://www.voscur.org/jobs/106713>

Please complete and send the following forms to personnel@voscur.org:

- Application form (note that we do not look at CVs)
- Diversity monitoring form

We recommend that you read the job description and person specification thoroughly and use the application form to tell us how your experience, skills, and knowledge make you the ideal candidate.

The recruitment panel will review your anonymised application form; the remainder of the details collected will be used for the appointment of the successful candidate and to ensure that our recruitment process is accessible.

Registered Charity number 1148403. Company limited by guarantee number 3918210.

END OF DOCUMENT