THE COMMUNITY COUNCIL FOR SOMERSET

Recruitment Pack - Somerset Diverse Communities Manager

WHO WE ARE
WHAT WE DO

Established in 1926, The Community Council for Somerset (CCS) is a charity working in all corners of the County. We believe everyone in Somerset should be able to live a healthy, independent and safe life and be part of a strong and thriving community.

Our work starts on the ground where our teams act as advocates using their **local expertise** to ensure that each community and its people flourish. Somerset is diverse and vibrant and we recognise that each town and village is unique. We can react to the changing needs of each community by **working in collaboration** to facilitate projects and enterprises that support positive change and **add value** throughout the County.
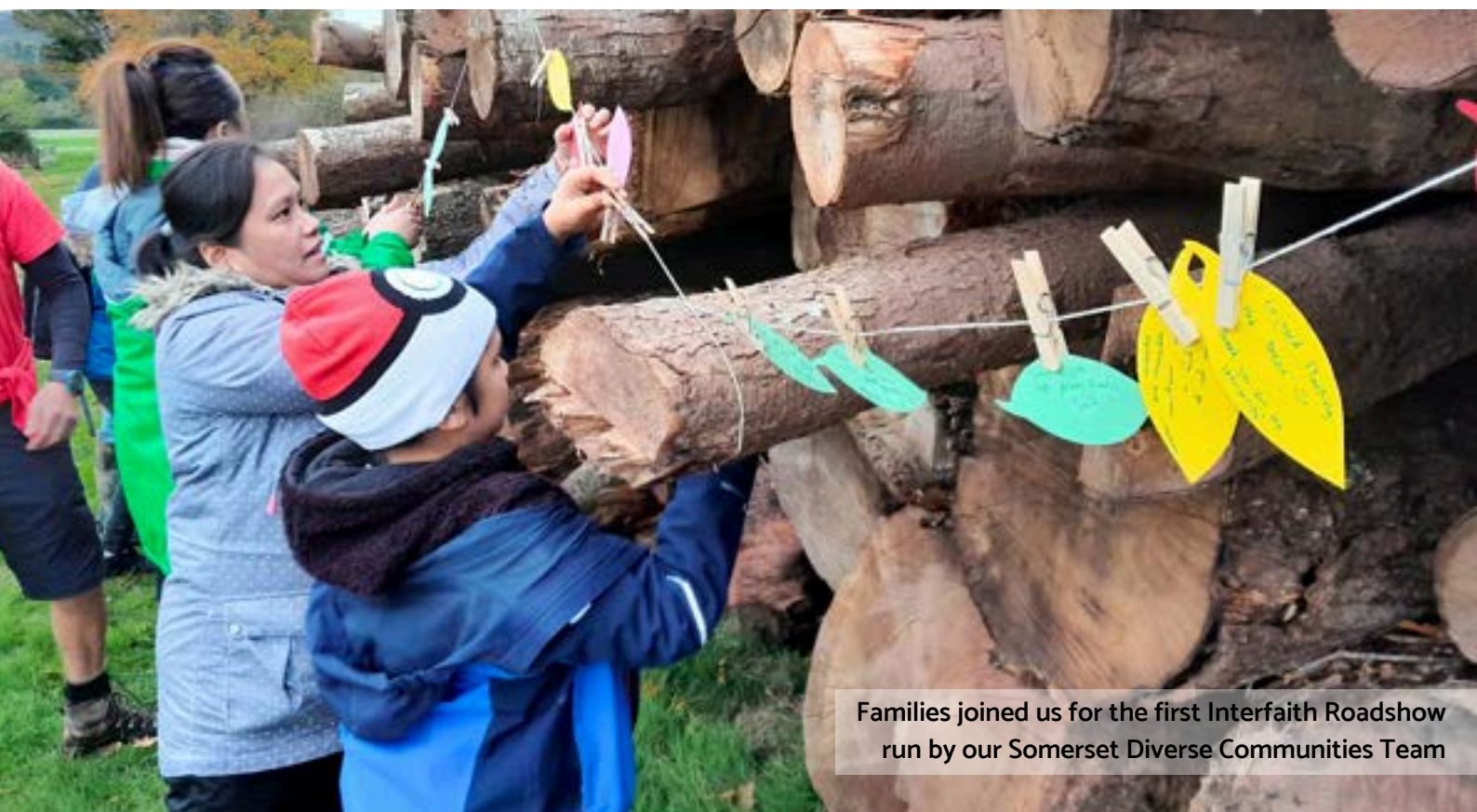
OUR MISSION

We enable change by listening, responding to need and building connections between people and communities.

OUR VISION

Supporting Somerset's communities to thrive together,

OUR VALUES

We are kind and compassionate.
We act with honesty and integrity.
We value equality and inclusion.

Families joined us for the first Interfaith Roadshow run by our Somerset Diverse Communities Team

MESSAGE FROM THE CEO

We are now in the first year of our new strategy: CCS is evolving, and we are actively refreshing our approach to better understand and meet the needs of our communities in Somerset. This renewal will help us align our services and initiatives with the future aspirations and challenges faced by those we serve.
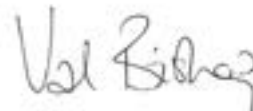
We are especially known for our innovative Village Agents service and the work we do within Somerset Diverse Communities. We are so much more and the future will bring opportunities and challenges as the world changes around us.

Our passion is seeing Somerset communities thrive, through support for the most vulnerable, for community development, for diversity and inclusion and for enterprise.

Our employees are what make this happen. We are a diverse and friendly team. We are looking for someone who shares our sense of purpose and passion. We want to benefit from your lived experience and your knowledge and skills. In return, we will support you through induction, training and providing the equipment you need to do the role.

We understand that your wellbeing is important and our flexible working arrangements, and hybrid working model mean that we can help you maintain a good work-life balance.

I really hope you will explore this pack and consider joining us.

SOMERSET DIVERSE COMMUNITIES MANAGER

At a glance

SALARY

£31,829 per annum

HOURS

35 hours per week

LOCATION

- Hybrid (occasional office based work in Taunton)

- Flexible working pattern

CONTRACT LENGTH

Permanent

HOLIDAY

25 days per year plus bank holidays (pro rata)

REPORTS TO

Head of Programmes

ROLE DESCRIPTION

Somerset Diverse Communities Manager

Could you join our team?

This is an important strategic role within our organisation. You will lead and manage the Somerset Diverse Communities (SDC) team in CCS which works with ethically diverse communities in Somerset. Together with your team, you will listen to community needs, promote suitable responses and convene individuals and organisations to seek community based solutions, supporting communities to thrive together.

You will work with the Head of Programmes, Community Leaders, our Commissioners, partner organisations and wider stakeholders to ensure that the Somerset Diverse Communities programme delivers our strategic goals and that we are collaborating effectively with statutory and community based partners, including the wider VCFSE sector.

You will be a key member of the Programmes Team, and will work with our Senior Programmes Manager and the Village Agent Programme Manager to ensure that all of our community development work is well integrated, and we are making the most of opportunities, internal and external that will help to improve quality of life for individuals and communities in Somerset.

WHAT YOU'LL BE DOING

THRIVE TOGETHER

- You will help groups representing and working with diverse communities to thrive, enabling people of all backgrounds to have fulfilling lives in Somerset.

- Be accountable for the delivery of a high-quality programme of work in Somerset, promoting a learning culture, and driving growth through role modelling.

- Manage all operational employees within the SDC team to deliver programme and strategic goals.

- To support your team to practice continuous professional and personal development.

- Utilise high levels of emotional intelligence and strong communication skills internally and externally to ensure the delivery of a high-quality programme of work.

- Demonstrate active leadership skills and support your team to resolve challenges and respond to opportunities.

ENABLE CHANGE

- Ensure that the impact of SDC work is demonstrated and articulated to internal and external audiences, including contributions to fundraising and advocacy campaigns and materials and representing the service to external audiences.

- Look for opportunities to innovate and work with internal and external colleagues to develop new programmes of work to meet community need, implementing and evaluating pilot projects and, if successful, embedding them within the central service.

- Analyse performance data to evaluate service design, developing new or improved processes and procedures to ensure we are effective, efficient and focused on community outcomes.

Working with our partners across Somerset

> **Thank you very much, this is so very helpful, and a much better long term solution, you do such a great job! Invaluable in our community.**
>
> **Client feedback**

WHAT YOU'LL BE DOING (CONT.)

ENABLE CHANGE (CONT)

- Drive community development through SDC work, supporting the team to identify gaps and implement sustainable community solutions whilst identifying and mitigating risk.

- Take responsibility for collating reports internally for the Senior Leadership Team and Trustees and externally for funders as required.

- Work with the Data & Insights Manager to contribute to the development of quality assurance systems.

- Manage SDC's day-to-day operations and its resources in accordance with CCS policies and procedures, ensuring compliance with legal requirements and good practice in all aspects of the charity's work.

- Keep abreast of national, regional, and local policy that impacts on our work to bring a wider perspective, and ensure our work is well informed.

BUILD CONNECTIONS

- Build and maintain positive working relationships with our partners, collaborators and stakeholders, including police, commissioners, public sector officers and organisational representatives across a range of sectors and organisations.

- Show generous leadership and actively promote CCS values at all times.

- Attend relevant partnership and operational meetings for SDC activities.

- When appropriate, represent CCS externally at events and meetings locally, regionally and nationally.

ABOUT YOU

EDUCATION, QUALIFICATIONS AND TRAINING

ESSENTIAL

- 5 GCSE's or equivalent, to include English and Maths (A*- C or 9 - 4 grade)

DESIRABLE

- Management Qualification
- Degree or equivalent experience

KNOWLEDGE, EXPERIENCE & SKILLS

ESSENTIAL

- Significant experience of managing complex programmes of work with multiple activity streams.

- Experience of managing a small team including the ability to mentor/coach and inspire direct reports to maximise performance.

- Experience of working as part of a wider team, and ability to develop strong relationships with colleagues to deliver change internally and externally.

- Knowledge of the needs of individuals and communities from ethnically diverse backgrounds and the challenges they face.

- Excellent verbal communication and presentation skills, including experience of communicating with people from diverse backgrounds and organisations and presenting complex information in a concise and easily understandable way.

- Excellent written communication and presentation skills, including experience of writing reports and summaries of complex information.

- Ability to identify and manage risk to individuals as well as at a programmatic level.

- Excellent computer literacy to include keyboard skills with use of internet and Microsoft Office 365.

DESIRABLE

- Knowledge of the geographical area of Somerset.

- Knowledge and understanding of the VCFSE sector within Somerset.

ABOUT YOU

SKILLS & PERSONAL QUALITIES

ESSENTIAL

- High level of emotional intelligence and ability to understand complexity in all its forms.

- Non-judgmental, compassionate and kind.

- Lateral thinker, who can provide creative solutions.

- Thorough with attention to detail and able to deliver high quality outputs.

- Good time management skills, with the ability to prioritise and meet deadlines.

- Problem solver, pragmatic and resilient, comfortable making decisions and using own judgement but also willing to work with colleagues and seek shared solutions.

- Flexible and adaptable.

- Willingness and enthusiasm to commit to own personal development, participate in training and acquire new skills.

OTHER

- Access to a reliable broadband connection.

- Full current driving license.

- Access to a reliable car insured for business purposes.

- Enhanced DBS check will be conducted.

- Suitable home working environment.

HOW TO APPLY

Thank you for your interest in this role and joining CCS. We will consider part-time / job share applications to any of our vacancies and we welcome enquiries from every part of our community.

If you would like to talk to someone about this role before you apply, please contact our HR Team via recruitment@somersetrcc.org.uk

To apply for this role, you can use our online form that can be found on our website www.ccslovesomerset.org/vacancies

Our new Refugee Agents have set up numerous Welcome Centres around the county

THE COMMUNITY COUNCIL FOR SOMERSET

GET IN TOUCH

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