

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 Manager - 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 Manager's role is to lead on the further development, piloting, and preparation for launch of the Brokerage Framework. The role will be reporting to me, the VCSE Alliance Strategic Programme Manager, and will work closely with colleagues across the VCSE Alliance and the health and social care system including the ICB, ICS, Local Authorities, and Sirona.

Ensuring that diverse VCSE organisations, from micro to large scale and that serve communities of identity, of place, and of practice are included and enabled in the brokerage framework will be crucial to the success of this role.

We're looking for someone who has experience in working in a project management role, with high-level organisational, interpersonal and partnership-working skills. You'll need to be able to work independently and use your own initiative at times, while also being adept at working in collaboration with colleagues across 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 Manager
Job Purpose	<p>To collaborate in the development of the 'VCSE Brokerage Framework' for Bristol, North Somerset and South Gloucestershire (BNSSG), working with the ICB and the VCSE Alliance.</p> <p>To manage the piloting of the new framework, implement learnings, and prepare the framework for launch, ensuring it is fit for purpose.</p>
Reporting to	Strategic Programme Manager
Posts Line Managed	<ul style="list-style-type: none"> Administrator
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	£41,500 per annum plus 7% employer pension contribution.
Hours	<p>Full time, 37 hours per week – flexible to include occasional evenings and weekends. Candidates who would prefer a part-time or job-share option are welcome to indicate this at the application stage.</p> <p>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.</p>
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 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 group 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.

	<ul style="list-style-type: none"> • 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. • 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 some 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. Brokerage Development and Management

- 1.1. Lead on the development of the VCSE Brokerage Framework. Creating a ‘manual’ for its way of working, refining roles and processes, relationship with the VCSE Alliance.
- 1.2. Lead on the testing of the Brokerage Framework. Implement a test and learn process for the framework through several pilots. Identify learnings and evolve ways of working to incorporate them.
- 1.3. Manage the onboarding of VCSE organisations onto the framework, working with the Administrator to ensure a smooth process.
- 1.4. Oversee the quality assurance and feedback process for VCSE organisations 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.
- 1.5. Convene and organise evaluation panels to review proposals and provide recommendations to system partners.
- 1.6. Manage the risks and issues occurring related to the framework, identifying and implementing mitigations, escalating when needed.
- 1.7. Undertake regular reporting in the format agreed with the ICB.
- 1.8. Work closely with the VCSE Alliance Strategic Programme Management to ensure close integration with the VCSE Alliance.

2. Partnership Management and Communications

- 2.1. Work with VCSE Alliance colleagues to integrate the brokerage framework into the VCSE Alliance Communication Strategy. Ensuring that the Brokerage Framework, its activities and impact are shared and promoted via presentations, events and newsletters.
- 2.2. Attend, organise and facilitate networks and engagement events on the Brokerage Framework with the wider VCSE sector, including sessions with ICS and colleagues from outside the sector, ensuring a collaborative approach to building on existing networks.

- 2.3. Ensure that diverse VCSE organisations that serve communities of identity, of place and of practice are included and enabled in the Brokerage Framework.
- 2.4. Ensure stakeholders are kept informed of progress, pre-empting their requests for feedback and consulting with them on queries in a prompt and professional manner.
- 2.5. Work with the ICB and system partners to adapt the brokerage framework to respond to changing needs.
- 2.6. Liaise with ICB and system partners to develop links with system outcomes processes.
- 2.7. Liaise with ICB Programme Managers to ensure coherent asks to the VCSE sector.

3. HR Responsibilities

- 3.1. Line manage the Administrator, including support and supervision, setting and monitoring performance objectives, training and development and annual appraisals.
- 3.2. Maintain HR records for directly managed staff.
- 3.3. Act as an active and integral part of the Voscur Management Team and participate in management practice learning and development.

4. General (Expected of all Voscur Employees)

- 4.1. Actively contribute to a positive working environment, one in which everyone can reach their full potential.
- 4.2. Keep informed of relevant legislation, policy, and good practice developments.
- 4.3. Carry out duties in compliance with Voscur's policies.
- 4.4. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 4.5. Work in accordance with current legislation.
- 4.6. Be responsible for your own safety and not endanger that of colleagues / visitors in the workplace.
- 4.7. Undertake occasional out of hours work, as directed by the CEO / line manager.
- 4.8. Act as an ambassador for both Voscur and the VCSE Alliance.
- 4.9. Commitment to advancing equity, eliminating discrimination, and fostering good relations between people and groups.
- 4.10. Contribute to agreed Monitoring and Evaluation of work and projects, and contribute to regular and annual reports.
- 4.11. 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 build and nurture relationships, and develop and maintain networks.	✓	
Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues.	✓	
Problem-solving skills and the ability to respond to sudden unexpected demands.	✓	
Ability to think strategically and anticipate.	✓	
Attention to detail, combined with the ability to extract key messages from complex analysis.	✓	
Independent thinker with demonstrated good judgement, problem-solving, and analytical skills.	✓	
Ability to take decisions on difficult and contentious issues where there may be several possible courses of action.	✓	
Strong organisational and time-management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines.	✓	
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.		✓
Understanding of and commitment to equality of opportunity and good working relationships.	✓	
Educated to degree-level in relevant subject, or equivalent level of experience of working at a similar level in a specialist area.		✓
Experience	Essential	Desirable
Equalities and inclusion principles and how these can be practically applied and address barriers to inclusion.	✓	
Experience of working within a Brokerage team or similar specialist area, such as grant or contract management.		✓
Evidence of success in efficient and effective project and programme management.	✓	
Experience of managing staff, including delegating and oversight of duties.		✓

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: 9:00am, Tuesday 18th June 2024.

Interviews:

Anticipated to take place on the 1st, 2nd, or 4th July at Voscur's office (Royal Oak House, BS1 4GB)

Recruitment Process

Download the forms from the Voscur website: <https://www.voscur.org/jobs/106680>

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.

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