



Job Description

Title	Community Development Manager
Responsible to	Executive Director
Location	8 St Stephens Court, Low Willington, County Durham, DL15 0BF
Hours	35 hours per week
Salary	£ 40,934 per annum

Purpose of the Job

Durham Community Action (DCA) provides a diverse range of support services for communities, volunteers and VCS groups and organisations in County Durham.

This post is central to DCA's strategic and operational delivery of services which meet community needs.

Working as a member of DCA's Senior Management Team, the function of this post is to manage and coordinate the delivery of DCA's work with communities, partners and networks in County Durham, and in the surrounding areas.

This entails providing line-management support for a small team of staff employed to deliver DCA's projects and outcomes. The post holder will also provide some case work support for community groups and organisations in the County.

The post holder will be required to work in close collaboration with colleagues from the DCA team and will take a leadership role in managing relationships with key funders, key strategic partners and representing volunteering & community interests in thematic networks in the County.

The Community Development Manager will oversee community development support services, particularly Information, Advice and Guidance, training and quality standards within the DCA team.

The specific line management and workstream duties and responsibilities will be agreed on appointment dependent on the skills, expertise and previous experience of the successful candidate and will be reviewed in line with the development of DCA's annual workplans.

DUTIES AND RESPONSIBILITIES: COMMUNITY DEVELOPMENT MANAGER

Senior Management Team:

- Working as a member of DCA'S Senior Management team to negotiate and implement work plans which meet the objectives and targets for projects.
- Planning and organising projects so that they are delivered on time, to budget and meeting objectives.
- Managing networks and partners' expectations on behalf of DCA.
- Collaborating with the Volunteering Manager, Community Support Manager and the Executive Director to develop and prepare new packages of work and contracts with partners.



- Closely collaborating with other managers and teams in DCA to ensure all services are networked and mutually supportive.
- Collaborating with DCA's management team, with respect to monitoring, planning and managing DCA's delivery work. This will also include contributing towards a strategic approach to DCA's longer term development.
- Promoting and championing the work of DCA with community groups and networks through workshops, training events, consultation activities etc.

Line Management:

- Line management of staff employed to deliver projects and outcomes: these may include Community Resource/Development Officers and Specialist Staff **(to be agreed)**
- Overseeing the work of the team and providing support for them in setting priorities, allocating and managing work-loads, delivering objectives and monitoring the impacts and outcomes of their work.
- Ensuring, promoting and supporting consistent high standards of practice within our delivery team.
- Managing risks to limit impact on workstream activity delivery.
- Keeping up to date with legislation and policy related to training and making any necessary modifications to accommodate changes
- Some case working with volunteer- led and volunteer involving organisations, community groups and organisations, together with leadership for coordinating and running events (consultation, networking, workshops and training)

Planning, Monitoring and Evaluation:

- Developing Action Plans to support the delivery of DCA's projects and outcomes.
- Ensuring DCA's Customer Relationship Management system (CRM) is used effectively and consistently for record keeping and for management information and in line with GDPR requirements.
- Coordination and management of record keeping, activity monitoring (outputs, outcomes and interventions) and production of regular reports for internal use and for external funders and partners.

Representation and Relationships:

- Maintaining and developing sound professional relationships with key partners in public, private and voluntary sectors with regard to volunteering and community services.
- Leading and supporting the continued development of our community development support offer for individuals, community groups and organisations.
- Providing leadership and representing community interests into various thematic partnerships in the County and Region e.g. Volunteering, Climate Change & Environment, Safeguarding, Advice, Health & Wellbeing, **(to be agreed)**
- Deputising for the Executive Director as required, including VCS representation and wellbeing, rural policy, and regional and national peer networks (ACRE, NAVCA, VONNE, Funders)



- Sustaining good working relationships with key networks and communities of interest in County Durham and the surrounding areas e.g. Primary Care Networks, Town and Parish Councils, Area Action Partnerships, adult & community services, enterprise and business, health and wellbeing
- Co-ordinating delivery of existing community support contracts and services, and supporting the development of new work and contracts.
- Collaborating with colleagues to identify and develop appropriate funding opportunities, through tendering, grant applications or programme development.

Person Specification

COMMUNITY DEVELOPMENT MANAGER

	Essential	Desirable
Relevant experience	<p>A minimum of 2 years' staff supervision and/or management experience (individuals and teams)</p> <p>A minimum of 3 years' experience of working with volunteers and community groups</p> <p>Track record of successful project management, project coordination and report writing.</p> <p>Experience working with voluntary sector organisations especially working with volunteers and community groups.</p> <p>Experience and skills in the use of ICT media for the provision of websites, E-Bulletins, on-line resources and social media.</p> <p>Experience in multi-agency working</p> <p>Experience in managing budgets and budget control</p> <p>Experience and understanding team dynamics and facilitating development of skills within small teams.</p> <p>Knowledge and experience of managing record keeping and information management systems (CRM).</p>	<p>A minimum of 2 years' experience, working at a senior management level.</p> <p>Project development in a strategic context and application of policy in practice</p> <p>Operational and strategic development within a voluntary sector charitable organisation.</p> <p>Commissioning and contract management</p> <p>Experience with, and understanding of, funding regimes and policy</p> <p>Conference and events: planning, co-ordination and management.</p> <p>Coaching/training in group situation, or one to one.</p> <p>A working understanding of the Town and Parish Council sector in County Durham.</p>
Education	<p>Educated to degree level or equivalent experience</p> <p>Evidence of continuous professional development (CDP)</p>	<p>Community Work, management degree or related qualification</p>
Knowledge and skills	<p>Knowledge and understanding of community development principles and practice</p> <p>A sound understanding of risk assessment and health and safety issues associated with the delivery of projects.</p> <p>Excellent people and communication skills and the social skills to work with a variety of people from a diverse range of backgrounds.</p>	<p>An understanding of the policy imperatives relating to the community and voluntary sector in County Durham.</p> <p>Ability to innovate, influence and engage with both VCSE & public sector agencies on service provision and design.</p>

	<p>Excellent administrative, customer relation and organisational skills. Excellent planning and time management skills</p> <p>Excellent communication skills, both written and verbal.</p> <p>Logical thinking and creative problem-solving ability</p> <p>Ability to provide written reports to a high level for a variety of purposes: Funding bids, Monitoring reports, Case studies, proposals and presentations.</p> <p>Knowledge of the requirements of GDPR (General Data Protection Regulations).</p> <p>Knowledge and understanding of tendering, procurement, and development of funding plans</p> <p>Understanding of strategic priorities at regional and national levels that have an impact on the voluntary sector.</p> <p>Understanding and delivery of good practice standards in planning, undertaking and reporting back on consultations.</p> <p>Understanding of issues which affect those with responsibilities for managing voluntary sector organisations (e.g.: community buildings/village halls, volunteer/community led enterprises or services.</p> <p>An understanding of safeguarding issues applied to voluntary and community organisations (adults and children)</p>	<p>Enthusiasm for and commitment to making a difference within rural communities.</p>
<p>Additional factors</p>	<p>Driving licence and use of a car, insured for business purposes.</p>	