**Job Title Connecting Scotland Service Delivery Manager**

**Salary** SCVO Grade D (£40,015 to £44,818)

**Contract** Fixed term (2 years)

**Location**  SCVO staff are currently working from home. When our offices reopen this role could be based in any of our Glasgow, Edinburgh or Inverness offices, with the option to work from home for some of the working week.

**1. Purpose and values**

SCVO believes the voluntary sector is vital to Scotland’s economy and society. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our purpose, therefore, is to support, promote and develop a confident, sustainable voluntary sector in Scotland.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are:

* Accountable and committed
* Responsive
* Supportive
* Progressive
* Bold

**2. Job context**

SCVO has been leading work on digital inclusion in Scotland for more than eight years, working with organisations to embed the development of foundation and essential digital skills and confidence across the voluntary sector workforce and communities they support and serve.

The coronavirus crisis resulted in significant additional investment in tackling digital exclusion, with Connecting Scotland being a key response to get more people online. SCVO is leading the delivery of the programme, as part of our broader work on digital inclusion.

Connecting Scotland is funded by the Scottish Government and supported by all Scotland’s Local Authorities, as well as hundreds of organisations from across the public, private and the voluntary sectors. We are working with these partners to provide a combination of devices, internet connectivity and digital skills support to help them with learning, life and work. There is an ambitious target to reach 50,000 people with this support by the end of 2021 and continue that support for up to two years.

This post will be responsible for managing the Connecting Scotland service and leading the team and suppliers responsible for providing support to both partner organisations and end users. In particular, the role will be responsible for:

* Monitoring & compliance
* Learning & evaluation related to the impact of the programme
* Management of aftercare support services
* Quality assurance & systems improvement

You will be working as part of a wider team with colleagues from the Scottish Government.

More information about Connecting Scotland is available at:

<https://connecting.scot/for-organisations>

**3. Person specification**

Candidates will be expected to demonstrate the following range of experience and skills:

**Essential**

* Experience of managing delivery of large services (£250k+ budget)
* Experience of managing suppliers and third parties to achieve project outcomes
* Experience of managing a team, with excellent people management skills, including coaching and mentoring approaches
* Commitment to, and understanding of, excellent customer care
* Understanding and experience of developing business processes and improvement
* Skills in influencing and stakeholder management
* Strong understanding of approaches to monitoring and evaluation
* Experience of using digital tools to deliver customer-centred services
* Confident beyond day-to-day business use of a range of digital devices e.g. ipads and Chromebooks.
* Confident in learning new business software e.g. Salesforce, slack, trello
* Excellent written and oral communication skills
* Strong values aligned with those of SCVO
* Knowledge of the issues related to digital exclusion
* Experience of developing and delivering communications plans
* An excellent understanding of the voluntary sector in Scotland

**4. Specific duties**

The post holder will be responsible for:

Monitoring & compliance

* Manage budgets related to the provision of training and support
* Monitor the delivery of the programme against milestones and targets
* Ensure SCVO meets its grant obligations to funders, including monthly reporting to the Project Board
* Ensure organisations supported through Connecting Scotland fulfil their grant obligations to SCVO
* Ensure effective management of risks and issues

Learning & evaluation related to the impact of the programme

* Capture learning through ongoing engagement with project partners
* Work with the evaluation team and the Scottish Government and any other partner to ensure the effective evaluation of the programme
* Work with the communications teams at SCVO and Scottish Government to share learning and evaluation at local, national and international levels
* Produce reports for funders and stakeholders

Management of aftercare support services

* Manage the Connecting Scotland helpdesk team within SCVO that provide support
* Manage the contracts and relationships with partners that provide training and support services

Quality assurance & systems improvement

* Ensure the support and customer care provided by SCVO is consistently high quality
* Ensure the support provided by suppliers and project partners is consistently high quality
* Identify opportunity for process and systems an

Strategy and planning

* Work with internal and external stakeholders to plan and co-ordinate the delivery of any future phases of Connecting Scotland

**5. Other duties**

Any other relevant general duties as may be required by the line manager.

**6. Location/Accountability**

The post will be home based with significant online interaction and support with the team. When lockdown restrictions have been lifted the postholder will be based at one of SCVO’s offices: Edinburgh, Glasgow or Inverness.

**7. Diversity and inclusion at SCVO**

SCVO wishes to increase the diversity of its staff and welcomes applicants from all sections of the community, particularly from people with disabilities and people from black and minority ethnic communities, currently under-represented within SCVO. SCVO offices are currently closed, when open they are fully accessible.

SCVO welcomes requests for flexible working, including part-time working or job sharing. If you would like a copy of SCVO’s diversity and inclusion policy, please contact hr@scvo.org.uk or 0131 474 8004.

**8. SCVO Terms & Conditions**

Salary: SCVO Grade D (£40,015 to £44,818)

Annual leave: 28 days plus 6 public holidays

Cost of living increases: On 1 April each year

Contributory pension scheme: SCVO offers a Defined Contribution

Pension Scheme to its staff.  Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.

Probationary period: 6 months

Hours: 35 hours per week

**9.** **To apply**

Please e-mail your application to [recruitment@scvo.org.uk](mailto:recruitment@scvo.org.uk) by 12 noon on the closing date.

**Closing date: Thursday 4th March (by 12 noon)**

**Interviews: 15th March (by zoom video call)**

If you need any more information about the application process, please contact [bonetta.davis@scvo.org.uk](mailto:bonetta.davis@scvo.org.uk)

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