Competency Framework for Digital Participation Manager

Communication Skills
1. Written and oral communications – delivers clear and concise oral and written information, selecting the most appropriate method of communication for each particular situation and seeking guidance when appropriate. 2. Meeting skills – makes a positive contribution to meetings, activities and events. 3. Listening skills – demonstrates effective listening skills and asks appropriate questions to clarify understanding, seeking guidance where necessary. 4. Interpersonal skills – demonstrates strong ability to build effective relationships with service users, colleagues and other professionals; demonstrates pro-social modelling. 5. IT skills – advanced skills in the use of the internet, data management systems and Microsoft Office Package. Pro-activeness in learning new technologies. 6. Social media skills – Strong social media decision making skills and able to work with service users, staff and volunteers to maintain a social media presence
Service Quality
1. Quality of service – demonstrates initiative, a commitment to excellence and the mission and values of CLASP. 2. Specific services – has an understanding of and an ability to engage with people presenting with complex and multiple needs. 3. Confidentiality – understands and complies with data protection requirements; shows trust and respect to colleagues, appropriately sharing information which can be understood and which enables others to safely deliver support to clients when necessary that accords with agreed plans. 4. Responses and updates – responds to all enquiries promptly, positively and courteously and keeps colleagues and external contacts up to date and informed. 5. Flexibility – demonstrates a resilient and flexible approach to meeting changing demands and priorities and a willingness to perform additional tasks as may be required. 6. Time management – understands the need to meet timescales/deadlines and organises own work in order to do so. 7. Identifying service improvements – seeks to identify new and improved ways of undertaking tasks which improve efficiency and quality of service. 8. Change management – understands that change is inevitable and takes a positive approach to implementing change.
Leadership Skills
1. Personal qualities and core values – acts with integrity, is honest, consistent and demonstrates a positive approach to work, leading by example; respects confidentiality and treats employees fairly. 2. Engaging individuals – shows genuine concern and is accessible; approach is enabling and involves employees in problem solving and decision making; encourages questioning.

3. Engaging the organisation – inspires others; focuses team effort; is decisive; supports a developmental culture.

4. Moving forward together – builds a shared vision; resolves complex issues; facilitates change sensitively; helps employees and volunteers in their career development and progression; provides positive and constructive feedback; sets clear goals and objectives.

Continuing Professional Development

1. Professional development – shows willingness to develop and expand knowledge and skills (for example, attending appropriate training sessions, seeking guidance in relation to new tasks or
new methods of working, using time when not occupied to develop knowledge) and applies new skills effectively in practice.

2. Reflective working – engages in reflective practice and learns from experience; displays openness to feedback and responds accordingly; realises knowledge limitations and seeks support from others as required.

3. Supports performance management – participates fully in performance management processes.

4. Up to date knowledge – maintains current knowledge of developments and good practice in social media trends.

Qualifications / Underpinning Knowledge

1. Qualifications – holds relevant qualifications (e.g. Project Management/ Volunteer Management/IT or equivalent recent experience

2. Underpinning knowledge:

  Required:

- General and Project management and reporting
- Volunteer management
- Knowledge and experience of sourcing funding/completion of funding applications
- Delivering training to different audiences and staff
- Digital (web, mobile, apps) trends
- Problem solving and change management skills
- Digital design processes
- Data protection legislation

  Desirable:

- Database and data science tools (e.g. Tableau, Salesforce, SQL, R)
- Online office systems (e.g. Google Drive, Office 365)
- Website CMS and HTML (e. Wordpress)

Goals/Objectives and Knowledge Management

1. Goals and objectives – seeks to appreciate how own tasks and activities contribute to service user, team and organisational goals and objectives.

2. Knowledge sharing – willingly shares knowledge, expertise and information with colleagues.

3. Training of others – where appropriate, contributes to internal and external training.

Team Skills
1. Works co-operatively and flexibly with all colleagues, seeks to develop rapport, relationships and a positive reputation. Adopts a proactive, solution focused approach and displays leadership skills. 2. Attitude to team working– seeks to maintain a positive attitude to team members and fellow managers, proactively supporting colleagues, referring difficulties/issues to line manager as appropriate.

Role
1. Role - effectively performs the duties and responsibilities identified in the Digital Participation Manager job description. 2. Governance – adheres to applicable regulatory and legislative requirements and CLASP's policies, procedures and risk assessments. 3. Areas of responsibility – takes ownership of own areas of responsibility and recognises when to refer to line manager.