



People Know How
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www.peopleknowhow.org

Role description and person specification

Role title:	Reconnect Service Manager
Main work base:	525 Ferry Road, Edinburgh or Fisherrow Centre, Musselburgh
Team:	Reconnect
Reporting to:	Head of Service & Research
Direct reports:	Digital & Wellbeing Coordinators

The organisation

People Know How is a Scottish social innovation charity based in Edinburgh and East Lothian. We work with people and communities to develop innovative strategies and services to address social issues both locally and nationally.

Our aim is to support and empower both individuals and organisations to mobilise their assets and realise their true potential. People often don't realise that they know how, and that's where we come in – unlocking ideas for a better future, today. We call this social innovation.

We do this locally by developing and delivering new and innovative projects in collaboration with people and partners. We do this nationally by initiating action-research projects in partnership with academia and stakeholders from all sectors including other charities, community groups, business and the public sector, derived from our local project work. From these activities, we run nationwide campaigns that influence government policy, enhancing community development and acting as a catalyst for systems change, policy development and improved practice across Scotland.

Our mission is to unlock potential, helping people turn their ideas into positive action.

Our vision is for people to have new opportunities, strengths, and assets to fulfil their potential.

Our values are to be Collaborative, Dynamic, Action Orientated, Innovative and People-Led.

Our process

All of our work is formed through our Social Innovation Model. The model is simple and cyclical – we ask, research, do, share, and repeat.



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The model works to:

- Promote the positive change our projects achieve for individuals
- Build rewarding partnership to grow our projects
- Share how our work creates positive change with other organisations and groups
- Teach others to use our model to transform their ideas into action.

Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that people know how to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

Research

We review literature, best practice, and collaborate with leading figures to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and truly offer unique solutions.

Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. Built into our projects is a robust framework of monitoring and evaluation tools that constantly gathering data to assess our progress and performance.

Share

We share the approaches and impact of our work to recognise and celebrate positive outcomes. We also share our failures, looking to improve and grow. We then ask people for feedback on what we have shared, thus creating a cycle that drives continuous improvement.

Action-research

In collaboration with leading academic institutions, private enterprise, third and public sector partners and government, we initiate action research projects that aim to test new innovative solutions to entrenched social problems. This research ranges from multiyear longitudinal studies to nationwide mass participation all the way to small locality-based surveys.

Campaigns & Lobbying

Through Connect Four, we will use our research base to share our impact with all our partners, including running campaigns and lobbying. We believe that working in partnership and sharing resources is key to driving social change.



Our key services:

Positive Transitions



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Launched in 2014, Positive Transitions is a service supporting children, young people and their families through primary and secondary school across Edinburgh and East Lothian. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential; and make a positive transition from primary to secondary school. The service is made up of four key projects that provide both one-to-one and group support.

www.peopleknowhow.org/positive-transitions

Reconnect

Reconnect is a service offering support to adults and families in Edinburgh and East Lothian to help them to improve wellbeing by increasing digital and social inclusion. The service is comprised of a range of projects that address wellbeing. We believe that digital inclusion and social inclusion are inextricably linked, and together can contribute to enhanced wellbeing. Our projects provide a supportive environment to reduce social isolation through building digital skills and maintaining connections.

www.peopleknowhow.org/reconnect

Connectivity Now

As a result of our learning from Reconnect and our digital transformation during the coronavirus pandemic, we launched Connectivity Now, a national campaign to combat data poverty across Scotland. Through our three actions comprising our Connectivity Now manifesto, we're asking organisations, community groups and individuals from the third, public, business and academic sectors to come together and pledge their support to our campaign. By uniting our voices, aim to lobby the government to make policy change and end data poverty.

www.peopleknowhow.org/connectivity-now

Connect Four

Launched in 2019, Connect Four is at the heart of People Know How and acts as our platform to affect change at scale. This platform was born from our proven Social Innovation Model. Working in partnership with collaborators from across the four sectors: third, public, academic, and business, we share knowledge, join resources, and improve the wellbeing of people and communities, driving social innovation and positive change.

www.peopleknowhow.org/connect-four

Spaces

People Know How manages various spaces across Edinburgh and East Lothian. We aim to provide spaces in the community to gather, collaborate, share learning, exchange ideas and improve wellbeing. We manage them through collaborations with other organisations, working together to support and empower communities. Our current spaces include 525 Ferry Road, Straits Meadow, and our All Aboard canal boat which we own in partnership with Polwarth Parish Church.

www.peopleknowhow.org/spaces

VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our programmes are to



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help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

The role

Role purpose

The Reconnect Service Manager is responsible for ensuring effective and efficient management of the Reconnect service; to ensure People Know How continues to deliver the most productive and impactful difference to communities aligned to the strategy, vision, mission and values.

Key responsibilities

- Line managing the staff team, along with volunteers, interns and placement students
- Ensuring the service is delivered effectively; and working in partnership relevant professionals and other stakeholders to ensure the service remit is carried out with regard to statutory commitments and best practice
- Ensuring and appropriately recording, maintaining and evaluating information, ensuring the team gathers appropriate information during the process of assessment, monitoring and review; and providing quantitative and qualitative data to the Head of Service & Research
- Ensuring monitoring and evaluation activities and develop material to contribute to reports for funders, partners and trustees
- Ensuring equality & diversity, safeguarding, data protection, risk management, safety & security in all the work undertaken
- Leading on the coordination of referrals, to assess and identify best support of the people we support, referrers and other relevant individuals we work with.
- Planning, developing and coordinating agency policies, procedures and management systems, and to participate in the planning and review of service development.
- Collaborating with the team to design delivery models for new and existing work
- Working closely with the Head of Service & Research and a range of partner workers/professionals/agencies as appropriate

Additional responsibilities or deliverables

- Fulfilling agency requirements in relation to receiving training and practice development, and to develop individual and team skills
- Contributing to volunteer recruitment and training across the service, and supporting and supervising a team of volunteers, interns and placement students
- Supporting the daily running of the office and carrying out any other duties as required
- Managing budgets and resources, as required

Behaviours

- Passionate about working with people of all ages around digital and wellbeing; empowering them to reach their potential
- A positive, professional 'can do' attitude
- Flexible and able to adapt to change to meet the needs of the organisation



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- Driven to make a real difference with a shared vision and commitment to what we do
- Supportive, and able to encourage others
- Friendly and able to create and maintain relationships
- Promotion of People Know How's mission, vision and values and in social innovation more broadly
- Innovative and open to new ideas and projects
- Desire to learn new things and meet new challenges
- Positive 'can-do' attitude

Person specification

- Hold a relevant qualification to or relevant experience
- The successful candidate will be required to comply with People Know How's Child & Adult Protection Policy. They will be a member of the PVG (Protection of Vulnerable Groups) scheme or must make application to join the Scheme
- Experience of line management responsibilities with staff and/or volunteers, interns and student placements
- Working with and supporting adults and vulnerable adults
- Basic knowledge of the Scottish adult care system, principles and values
- Understand and apply the principles of confidentiality and safety
- Knowledge about working with people of all ages around digital and wellbeing
- Strong planning, organisational and administrative skills with the ability to manage a large team with diverse communication styles
- Creative, with the ability to share ideas and work collaboratively
- Highly motivated and able to work independently
- Ability to be supportive, and able to encourage others to contribute/share ideas
- Able to manage existing relationships and create new relationships with partner organisations
- Caring, with the ability to work with adults in an empathetic, respectful manner
- Excellent communication skills (written and verbal)
- Skilled in using Microsoft Office applications

Personal requirements

- A genuine respect and regard for adults
- Commitment to personal and professional training opportunities
- Full driving licence with access to your own vehicle for business use



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