Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

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| Job title | Programme and Partnerships Manager - Scotland | Location | Flexible: Glasgow or homeworker  Some travel will be expected to our offices. |
| **Contract type** | Full-time,  35 hours per week | **Contract length** | Permanent |
| **Date** | June 2022 |  |  |

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| Context |
| We are Versus Arthritis. Alongside volunteers, healthcare professionals, decision makers and researchers, we do everything we can to push back against arthritis. Together, we’ll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support people with arthritis whenever they need it. We’re making real progress. But there’s still a long way to go and we won’t stop until no-one has to tolerate the pain, fatigue and isolation of arthritis.  The Services and influencing Directorate leads on our Demand and Deliver strategies so that we are able to support and represent people with arthritis to get the change they need in order to live a life of quality despite having the long-term condition of arthritis. This Directorate is made up of leaders both nationally and locally to build relationships, leverage, political change and personal change across the lives of people with arthritis.  Our Demand and Deliver strategies speak for, and to, people and they have expectations of how we need to operate. The Directorate comprises dedicated, enthusiastic people who want to support and enable change throughout all areas of our work. |
| Main purpose of the role |
| Working with the Head of UK Delivery to implement an integrated approach to our services, the Programme and Partnerships Manager will put impact and evaluation at the heart of their work to understand what works and why.  This will be a leadership role for how we deliver our service and support activities in the four nations. The role will lead delivery and associated functions including working with funders, commissioners and community partners. The role will work with the Professional Engagement Nation Lead to establish pathways for patients.  An enthusiastic network builder, the Programme and Partnerships Manager will seek opportunities to build partnerships and funding in order to deliver our support to the broadest range of people possible.  With clear motivation to support all people regardless of location, they will also want to share and learn and implement resources and activities in line with the Innovations and Support team.  This role will also seek out opportunities of involvement for people with arthritis to ensure we deliver the support they require, working with our Innovations and Support team to work these up into pilot projects. |

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| Management and key relationships | |
| **Roles managed** | * Regional Officers * Service Volunteer Trainer * Living Well Service Manager Commissioned (funding) |
| **Reports to** | Head of UK Delivery |
| **K**ey Relationships | * Professional Engagement lead in nation. * Nation Policy & Engagement Manager. * Finance, Procurement, Income & Engagement, People & Organisational Development, Impact and evaluation. * Innovation team – self management, physical activity. * Helpline. * Young People & Families team. * Commissioning lead. * Administrative Manager. * Funders, volunteers, people with arthritis. |

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| Main Responsibilities and Duties | |
| **1** | **It’s about implementing the Deliver strategy in the nation**   * Support the Head of UK Delivery to implement the Deliver strategy in your nation and the day-to-day functions required to deliver a smooth operational team, as well as representing and championing the breadth of service provision of the many cross-organisational working groups. * Provide effective operational management across the defined workstreams within your nation, supporting teams of people who are working and delivering (including remotely) to achieve high levels of performance within a framework of continuous improvement. * Work with the Innovation & Support and Health Improvement teams to ensure people with arthritis get the right support from Versus Arthritis. * Work with the Information & Support team to develop referral protocols for people across all streams of delivery, providing seamless support and an integrated service.      * Support the development of the nation’s budget, based on annual business planning, key priorities for the nation and cross-organisational requirements. Provide management and guidance to staff for effective budgetary control. Budget responsibility to delegated authority levels and for agreed services and programmes. * Ensure our services are delivered within framework with excellence through well-trained volunteers. * Ensure accurate and timely reporting across all programmes of work, including contract compliance across commissioned and externally funded projects. Implement evaluation mechanisms to ensure key results are used to inform future business planning and provide insight for the Head of UK Delivery in support of timely decision-making. |
| **2** | **It's about working in collaboration**   * Share insight and learning with other nations and align approaches with other nations where helpful and appropriate to do so. * Responsible for ensuring the adult service teams in your nation meet key targets and are effectively resourced and managed to deliver high-quality support, in line with the UK strategy, policies and procedures. * Collaborate across service teams/nations and with the Head of UK Delivery and Head Innovation & Support to identify, develop and nurture new areas of work. Working together to define routes and mechanisms for support through external partnership development. * Gathering stakeholder needs and expectations for input into the design, development, and review of our work. * Ensuring Equality, Diversity and Inclusion is incorporated into all our planning. * To work alongside our corporate services and finance teams to ensure financial monitoring and governance are implemented across our services. |
| **3** | **It's about working in partnership**   * Identify partnership opportunities within the nation, both at a delivery and statutory level. * Understand how the landscape is structured, operates and is working at NHS and local authority level**.** Using a clear approach for identifying changes in our external operating environment and knowing how to translate these into opportunities for the charity. * Work collaboratively with the Professional Engagement Nation Lead and Policy and Engagement Manager to build and develop partnerships, to achieve mutual benefit and enhanced value for respective stakeholders, through sharing learning, expertise, resources, knowledge and experience. * Work closely with the Service Volunteer Training & Quality Officer to ensure that volunteers are supported, trained, compliant, recognised and engaged to the highest possible standard. * Identify and maximise funding opportunities, working closely with fundraising colleagues to develop funding and grant submissions. Work with the Head of UK Delivery to plan for long-term needs and financial resilience at a service level. |
| **4** | **It’s about keeping our knowledge relevant**   * Attend training and development events to help support the charity and your own development. * Undertake other relevant duties as appropriate, in line with the priorities and needs of the organisation. |

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| Criminal Record Check | |
| **Requirement** | This role DOES require an enhanced Criminal Record check. |

## Person specification

Knowledge, skills and experience: key requirements

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| Requirement | | Evaluation Stage |
| **1** | Extensive experience of working within the third sector, preferably within the fields of health, social care and disability. | Application |
| **2** | Experience of managing teams that work remotely/home based. | Application/ Interview |
| **3** | Experience of service/support/project design and delivery, including performance reporting and reporting to funders. | Application/ Interview |
| **4** | Experience of safeguarding and working within set policies and procedures. | Application/ Interview |
| **5** | Experience of scoping new areas of development; rationale, resource needs delivery models and interdependencies/partners. | Application/ Interview |
| **6** | Experience of securing funding and negotiating funding agreements. | Application/ Interview |
| **7** | Experience of involvement of key stakeholders, including those living with a condition and/or volunteers within development and delivery of programmes of work and services. | Application/ Interview |
| **8** | Knowledge and understanding of health and social care services management of long-term conditions and co-morbidities. | Application |
| **9** | Excellent organisational and project management skills and the ability to develop business plans, setting, monitoring, managing budgets, and prioritise workload effectively. | Application |
| **10** | Excellent communication skills and proven ability to develop effective partnership working. | Application/ Interview |
| **11** | Good working knowledge of MS Office Suite especially Outlook, Word, Excel and PowerPoint and digital working skills. | Application |
| **12** | Willingness to travel across the UK as required to attend meetings and events with a willingness to attend occasional weekend events and meetings. | Application |
| **13** | Proven multi-project management skills. | Application/ Interview |

## Desirable requirements

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| Requirement | | Evaluation Stage |
| **1** | Knowledge and understanding of arthritis and other musculoskeletal (MSK) conditions. | Application/ Interview |
| **2** | Understanding of the ‘Social Model of Disability’ and commitment to empowering those living with a disability and/or a long-term condition. | Application/ Interview |
| **3** | A passion for improving the lives of people with arthritis. Always looking to innovate and find new ways to solve problems. | Application/ Interview |

**Values and behaviours**

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

* We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people’s **health and wellbeing**.
* We value **learning** to increase our impact for people affected by arthritis.
* We value being **accountable** for our actions and have **high expectations** of each other.
* We value **persevering** with challenges when we know **it’s the right thing to do.**