VAL Jobs

Team Manager – Learning & Knowledge Management

Job purpose:	Take responsibility for developing, supporting and facilitating learning, knowledge and information management related to the delivery of the YES and GREAT Projects including documentation of all key activities, learning points and producing performance reports and knowledge products to facilitate replication of good practices and learning. To be achieved by:- Recognising the strengths and weaknesses of processes and creates improvement on them; enhances and makes sure that new knowledge is applied that builds synergies for improvements to the knowledge management processes for the YES and GREAT Projects.
Responsible to:	BBO Executive Manager
Responsible For:	BBO Integrated team, BBO Teams, BBO Partners, VAL Colleagues and Volunteers (as relevant).

1. Key Responsibilities

- Team management and line management of Programme team
- Project planning, delivery, reporting and improvement
- Information Management of delivery partners
- Relationship Management with key partners

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The YES Project and GREAT Project are funded by the European Social Fund and The National Lottery Community Fund.

The service is delivered by Voluntary Action LeicesterShire (VAL). Voluntary Action LeicesterShire is the trading name of Voluntary Action Leicester registered charity (No. 509300) Company Limited by Guarantee (No. 1357513) Registered in England and Wales.

2. Project Delivery and Team Operations

- Support the BBO Executive Manager through the provision of detailed reporting and evidence that demonstrates progress and achievement of participant goals and Project targets.
- Ensure that the team provides clear and unambiguous information regarding the YES and GREAT Projects to potential and actual participants, partner agencies and other voluntary, statutory and private organisations.
- Promote collaborative working practices to facilitate sharing of ideas and work among internal teams and external partners.
- Create joint activities with the knowledge management team through workshops, meetings, trainings, etc, that strengthen connections to aid information exchange within the BBO Projects.
- Help monitor and evaluate the knowledge sharing including external benchmarking and evaluation programmes and opportunities.
- Promote knowledge sharing through the operational processes and systems by strengthening links between YES and GREAT projects for knowledge sharing, information systems, and improving integration among information systems to facilitate seamless exchange of information.
- Provide support to enhance uniform practices, implement new ideas, analyse data and present for easier distribution of information, formulates action plans and manage the multidisciplinary team.

3. People and Team Management

- Undertake the overall line management of staff team's supervision in line with the organisation's supervision and appraisal process, setting clear priorities and targets.
- Ensure team members are aware of standards of performance, both in service delivery and team performance. Motivate and inspire team members.
- Support the team with knowledge capture and process improvement with the overall aim of enhancing the Project performance.
- Provide supervision for team to ensure effective and high quality information and reporting support and service is being provided to partners, participants and all stakeholders.
- Maintain an overview of the team performance and reporting.
- Attend relevant meetings and stakeholder engagement events.
- Develop and implement staffing and resourcing proposals to support Project delivery
- Deputise for the BBO Executive Manager as required.

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4. Project Promotion, Profile and Partnership

- Be an effective ambassador and representative for the Projects.
- Participate positively in the development of plans, projects, performance management, team and organisational development.
- Maintain data, statistics and information on the delivery of the YES and GREAT Projects in line with existing reporting processes and as required for the role.
- Build and maintain effective relationships with internal and external colleagues, including working collaboratively across the team and the organisation.
- Be accountable to the organisation and colleagues for your actions, actively supporting the values of the organisation.
- Support team members to deliver the YES and GREAT Projects, Building Better Opportunity targets and outcomes.
- Ensure the health and safety of staff, volunteers, participants and service users of the wider organisation.
- Encourage and promote equality and diversity both internally and externally.
- Carry out evening and weekend work as required.
- Undertake any other reasonable duties in line with the aims of the post.

5. Financial Management Support

- Work with the BBO Executive Manager to ensure that expenditure is controlled in line with budgets and that potential risks are identified and managed.
- Work with the BBO Executive Manager to procure competitive suppliers and contractors for the Project with appropriate financial safeguards.

6. Project Evaluation Support

- Ensure that the Team's outcomes/deliverables are achieved on time, within budget and at the required level of quality.
- Support the BBO Executive Manager in evaluating the outcomes of the Team as established during the planning phase.

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Person specification

The person specification sets out the essential qualities that we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience

Experience/Technical Expertise	▪ Established project management experience, leading and directing strategic development and planning of Projects, including risk management. ▪ Understanding of the challenges presented by EU funding combined with the capability to manage public services to achieve outcomes. ▪ The ability to translate strategy into the service delivery, within budget and to agreed quality standards. ▪ Demonstrated experience of outcome based best practice for project delivery. ▪ Proven experience of leading teams of people delivering a diverse range of services, with limited resources in a professional and business-like manner. ▪ Demonstrable experience of development and performance management of individuals through the use of established management techniques and approaches. ▪ Established IT skills. ▪ A working knowledge of employment legislation and health and safety. ▪ An understanding of and personal commitment to diversity and equal opportunities
Personal Qualities	▪ Excellent interpersonal skills with the ability to influence key decision makers both internally and externally. ▪ Well developed, communication and negotiation skills, including report writing, external communications, and an ability to promote through public speaking engagements and in the print and media. ▪ An ability to promote work, to influence the agenda of its funders, service users and stakeholders and to protect and support its broader reputation. ▪ Resilience, stamina and the ability to work positively in an environment of uncertainty and continual change. ▪ Persuasion skills including liaison and networking with senior staff and funders. ▪ Open, accessible and supportive management style. ▪ Political sensitivity and awareness
Personal Development	▪ Evidence of/appetite for continued professional self-development.

This role is jointly funded The National Lottery Community Fund and the European Social Fund.

This does not form part of your contract of employment – August 2019

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