



## **Torrage Ageing Well Project Manager Job Description**

**Responsible to:** TTVS Board of Directors

**Reporting to:** TTVS Chief Executive

**Salary:** NJC SCP 31: £28,221 p.a. pro rata (actual - £22,882)

**Length of Contract:** Permanent

**Hours of Work:** 30 hours per week, mainly during normal working hours, though some flexibility may be required to suit the needs of the post.

**Holidays:** 23 days pro rata plus Bank Holidays pro rata plus 2 additional non statutory days between Christmas and New Year pro rata.

**Location:** Torrington

**Background:** TTVS delivers services to local communities in North Devon and Torridge via projects developed in response to unmet needs, including services for carers, young carers and older people. TTVS also supports the local voluntary and community sector and promotes volunteering.

Our TorrAge Ageing Well project supports older people by enabling them to remain in their own homes, establishing a range of Help at Home support services and delivering regular exercise and social activities in the community.

### **Role and Responsibilities:**

The Project Manager will be responsible for the day to day management of the project and manage and supervise the project team. This will include:

- Managing the paid-for Help at Home service
- Volunteer recruitment and management
- Developing and maintaining partnerships
- Promoting and marketing the project and its services
- Managing the project team and monitoring progress against milestones and outcomes
- Responsibility for Safeguarding within the project

## **Key Activities:**

### ***Help at Home Service***

- To manage the paid for Help at Home services
- To oversee the matching and monitoring of Help at Home relationships
- To recruit, appoint and manage paid Help at Home workers
- To work with the Project Support Worker (paid for services) to oversee the financial records and systems to support the Help at Home service

### ***Volunteer Recruitment, Training and Support***

- Supervise and support the recruitment of volunteers by the Project Coordinator
- Ensure that volunteers are appropriately screened and that risk assessments are carried out where required
- Oversee the development and delivery of the volunteer training programmes
- Oversee the role of volunteers in delivering community activities

### ***Liaison and Partnership Working***

- To organise and facilitate regular project steering group meetings
- Develop and maintain strong links with relevant local service providers.
- Ensure there are strong cross referral mechanisms between this project and other relevant groups and agencies.
- Work with agencies to develop a range of volunteer and paid for services that meet older people's needs
- Keep other agencies/service providers/steering group informed about the impact and outcomes of the project and seek assistance to overcome barriers and issues that affect delivery

### ***Marketing and Promotion***

- Work with key agencies and service providers to promote the project, build knowledge and understanding
- Deliver presentations, attend networking and partnership events
- To develop a range of marketing material to promote the project its services and activities

### ***Monitoring / Administration***

- To develop and maintain appropriate record systems to meet quality management standards
- Use the project CRM to keep accurate and up to date records and prepare reports for funders and any other reporting requirements of the project

### ***General***

- Manage and supervise staff in line with TTVS policies and practice
- To participate in community fundraising activities and grant applications
- Ensure work is carried out to agreed standards and targets;
- Represent TTVS/Ageing Well in a positive and professional manner at meetings and events;
- Undertake any training that may be necessary.
- Take on other tasks and responsibilities that may arise as the work develops, and that are appropriate to the level of the post.
- To act as the Safeguarding lead for the project and undertake training as required of this role

## Torrage Ageing Well Project Manager – Person Specification

This Person Specification demonstrates the personal attributes required of an individual in order to undertake the duties required by the post and will be used in the selection process.

**The selection process recognises and acknowledges the value of transferable skills or experience, so long as their relevance to the role is very clearly demonstrated by the Applicant.**

Requirements	Essential	Desirable
Education, Qualifications And Training	A relevant qualification to a minimum of Diploma level (e.g. Community work, Volunteer Management, Social work etc) or equivalent experience	<ul style="list-style-type: none"> <li>• A track record of training around volunteer recruitment and management</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Project and/or service development with comparable scope.</li> <li>• Supporting or working with older people or other relevant work experience (i.e. health and social care or with vulnerable groups and individuals).</li> <li>• Facilitating good partnership working and of working in partnership.</li> <li>• Establishing or administering systems for monitoring and evaluation.</li> <li>• Financial systems, invoicing and charging</li> <li>• Recruiting, managing and supervising staff</li> <li>• Publicity and marketing</li> <li>• Risk management in delivering services / activities</li> </ul>	<ul style="list-style-type: none"> <li>• Recruiting, training and supporting volunteers</li> <li>• Fundraising, including bid writing</li> </ul>
Knowledge or Awareness	<ul style="list-style-type: none"> <li>• Understanding of the needs of older people, the types of issues they face and the challenges around engaging with older people in rural and sometimes 'hard to reach' communities.</li> <li>• Understanding of the issues around working with volunteers.</li> <li>• Knowledge of HR management</li> </ul>	<ul style="list-style-type: none"> <li>• Types of agencies and organisations which support older people and how they relate to each other.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Outstanding communication and, in particular, listening skills.</li> <li>• Organised, with strong administrative skills.</li> <li>• Able to produce written material and reports to a high standard.</li> <li>• Skilled in the use Microsoft Office (Excel, Access, Word etc)</li> <li>• Able to network effectively with partners, including statutory agencies and voluntary groups.</li> <li>• Able to give effective talks and presentations and be comfortable doing so.</li> <li>• Able to create and work within a prescribed budget.</li> <li>• Able to structure own work and work independently.</li> <li>• Can work as part of a team.</li> </ul>	
Personal Attributes	<ul style="list-style-type: none"> <li>• Diplomatic; able to sensitively negotiate between the needs of older people, volunteers and other stakeholders.</li> </ul>	