

Information Pack

Working at Voscur



In this information pack you will find details of the post we are advertising: the Project Coordinator – Capacity Building, and information on the benefits of working at Voscur, our culture, and how to apply.

An introduction from our CEO, Rebecca Mear August 2024

Thank you very much for your interest in the role of Project Coordinator - Capacity Building at Voscur.

Voscur is the leading support and development agency for Bristol's voluntary, community and social enterprise sector, with a history of over 25 years.

We support organisations in and around Bristol to increase their impact and help more local people, through capacity building; partnership brokerage and leadership; and strategic development, advocacy, policy-shaping and communications.

As the new Project Coordinator - Capacity Building, you will work closely with service delivery colleagues and management to ensure that our capacity building services - including training and events, social enterprise programmes, funded capacity building and support programmes, consultancy, and specific partnership projects - are supported and effective.

Equity and diversity are very important to Voscur as we serve a very diverse VCSE sector. We are keen to increase the diversity of our staff team, and welcome applications from people whose communities are currently under-represented in our staff team - particularly people with lived experience of poverty and people from global majority communities. As part of our commitment to inclusion, all candidates who disclose that they are from those communities and meet the essential criteria will be invited to interview.

We want to hear from you! Please read the information pack and get excited about joining our team. If you have any questions, please contact me or Dionne Draper, Skills Project Manager, on 0117 909 9949 for a chat.

Best wishes,

Rebecca Mear
Chief Executive Officer



Working at Voscur

Our people and culture

Our strength is in bringing together people with a diversity of thought, experience, and backgrounds, who work together as an effective team. Who we are changes over time, but our culture remains open, positive, and collaborative.

We believe it's important to be empathetic and respectful in our work with colleagues, clients, partners, and the public. Our staff are engaged in and passionate about their communities, trusted and knowledgeable, and take the time to listen to and consider the perspectives of others.

The environment we work in is warm and welcoming. We have regular (optional!) social activities, and celebrate our successes together.

Where you'll work

Our main office space is in central Bristol, just on the corner of Queen Square. We have easy access to the harbourside and to the city centre. We're well served by buses, fifteen minutes' walk from Temple Meads station, and there are Tier parking spaces and cycle racks just outside the building.

Our staff work flexibly across the city. We have a regular presence at Knowle West Health Park, Easton Community Centre, and the Greenway Centre, and plenty of opportunities for outreach work in other local community venues.

Finally, our flexible and hybrid working policies mean that staff can work from the comfort of their own homes when they need to.

Benefits

- Employer pension contributions at 7%
- 25 days pro rata of annual leave entitlement to use throughout the year...
- ...plus all bank holidays, and an additional three days (pro rata) paid leave during our End of Year closure (25th December - 1st January)
- Flexitime - our standard meeting hours are 10:00 - 16:00. Some of our staff work compressed hours, arrange their schedule around childcare needs, or simply choose to start work at 10am each day.
- Access to a cycle to work scheme and a home and tech discount scheme through BHN Extras.
- Access to an Employee Assistance Programme.



Job Title	Project Coordinator - Capacity Building
Job Purpose	<p>To support the Capacity Building function of Voscur, including the VCSE Academy, Development, and Enterprise teams, with training and events coordination, customer service, and administration.</p> <p>To provide project support for capacity building projects, and specific partnership projects, consultancy, bespoke training, VCSE Academy, and events.</p>
Reporting to	Skills Project Manager
Posts Line Managed	None
Projects, Contracts, and Budgets	<p>Supporting the delivery of our Capacity Building core function, including:</p> <ul style="list-style-type: none"> • VCSE Academy • Bespoke training and consultancy projects • Social Enterprise programmes • Development team programmes <p>Supporting the delivery of certain partnership projects as required.</p>
Relationships	<p>Expected to work with all colleagues, with frequent collaboration with:</p> <ul style="list-style-type: none"> • Skills Project Manager • Development Manager • Enterprise Manager • Partnerships Manager <p>External relationships:</p> <ul style="list-style-type: none"> • Customers - staff and volunteers from VCSE organisations • Partners - representatives from partner agencies, including those on specific partnership projects • Associates - Voscur associates who deliver consultancy and training
Income Generation	Shared responsibility to contribute to opportunities to generate income for Voscur.
Salary	£28,383 per annum (£19,178 pro rata), plus 7% employer pension contribution.
Hours	25 hours per week - flexible to include occasional evenings and weekends. Our core hours are 10am to 4pm; our core day in the office is a Tuesday; and we encourage candidates to explore with us timings that work for all.

	<p>To enable a more diverse range of people on our team, we greatly encourage you to let us know at this stage how best we can accommodate your flexible working needs.</p>
<p>Our Approach</p>	<p>We take a highly supportive, flexible approach to enabling people to excel within their roles, and to reach their full potential. Examples include:</p> <ul style="list-style-type: none"> • Flexible working - we encourage people to put in flexible working requests where this supports their needs; including caring duties, long-term health conditions, or wellbeing. • Hybrid working - 60% in the office or community venues and 40% work from home is typical for full-time staff. • A core day in the office for all staff (Tuesday) to ensure that hybrid working works well, facilitating the quick conversations and team discussions that benefit from being face-to-face. • On our core day, our team members have organised weekly Wellbeing lunches to bring people together over lunchtime. Activities have included walks around the harbourside, picnics in Queen Square, and craft activities. • We don't book any group meetings before 10am or after 4pm, as we anticipate working around different people's flexible needs and we don't want you to miss out if you need a late start or an early finish. • We ensure that all staff get a regular 1:1 Support and Supervision with their line manager, and a robust annual Appraisal - but we also have a team-centred workplace culture, so you will see colleagues and your manager much more regularly than that. • We aim to ensure that everyone can bring their whole selves to work, with a workplace culture that embraces diversity and recognises the benefits of a diverse team for us all. • We offer you a highly collaborative workplace with lots of discussion, knowledge-sharing, a collective approach to solution finding and a shared sense of purpose.
<p>Contract</p>	<p>Fixed term contract for 12 months, with potential for extension.</p>
<p>Location</p>	<p>This post is based at the Voscur office: Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB and may involve some travel throughout Bristol and the surrounding areas.</p> <p>Voscur operates a Hybrid Working Policy under which employees can work from other locations in addition to the Voscur office. People working at Voscur regularly work from community venues in addition to the office and their homes.</p>

Principal Duties

1. Core Duties - Capacity building

- 1.1. Coordinate and administer the delivery of a comprehensive and high-quality events and training programme (VCSE Academy), including bespoke training and consultancy projects.
- 1.2. Maintain an effective booking system for the VCSE Academy and events; and respond to enquiries.
- 1.3. Hold responsibility for course fees and other related payments, working closely with the Finance Coordinator.
- 1.4. Ensure that timely information is provided to the wider team to support and implement an appropriate Training, Events, and Capacity Building Marketing Plan, working with Voscur's external communications agency and the Policy, Research and Communications Manager.
- 1.5. Provide administrative support to the Development Team's Capacity Building group sessions and specific projects, working with the Development Manager to identify priorities.
- 1.6. Provide administrative support to the Enterprise Team, ensuring that Enterprise events are scheduled in a timely, organised manner and promoted effectively.
- 1.7. Work with the Development Manager, Enterprise Manager, and Skills Project Manager to coordinate and monitor Capacity Building training, events and projects, including monitoring budgets.
- 1.8. Liaise with internal and external trainers and venues, to include the administration of contracts, pre- and post-training and event procedures, and feedback.
- 1.9. Work with Skills Project Manager and others to ensure that consultancy projects, bespoke training, and other events and training are properly costed and within budget.
- 1.10. Produce monitoring and evaluation reports for Capacity Building, training, group activities and events.
- 1.11. Provide administrative duties as required to Voscur's business delivery.

2. Core duties - Partnerships

- 2.1. Provide administrative and coordination support to specific key partnerships managed by Voscur.
- 2.2. Take formal minutes and implement action logs for specific key partnerships.
- 2.3. Liaise regularly with representatives from external partner organisations.

3. General (expected of all employees)

- 3.1. Actively contribute to a positive working environment, one in which everyone can reach their full potential.
- 3.2. Keep informed of relevant legislation, policy, and good practice developments.
- 3.3. Contribute to other Voscur projects from time to time, including conducting or providing input into Voscur's Consultancy and Bespoke Training delivery.
- 3.4. Carry out duties in compliance with Voscur's policies.
- 3.5. Keep up-to-date records and contribute to Voscur's information services.
- 3.6. Participate in staff meetings, supervision, appraisals, and training as agreed with the line manager.
- 3.7. Contribute to agreed monitoring and evaluation of work / projects and contribute to regular and annual reports.
- 3.8. Work in accordance with current legislation.
- 3.9. Be responsible for own safety and not endanger that of colleagues / visitors in the workplace.
- 3.10. Undertake occasional out of hours work, as directed by the CEO / line manager.
- 3.11. Contribute to implementing and developing Voscur's marketing strategy in ways relevant to the role and support the development of new business opportunities.
- 3.12. Act as an ambassador for Voscur and positively contribute to the delivery of Voscur's marketing and communication strategies.
- 3.13. Undertake other reasonable duties commensurate with the grading for the post.

Person Specification

Skills and Attributes	Essential	Desirable
Excellent interpersonal skills including the ability to communicate effectively with people from a wide range of backgrounds and roles, including networking and negotiation, with an understanding of political and cultural sensitivity.	✓	
Excellent project management skills including organisational skills, a problem-solving approach, negotiation, communication and facilitation skills, and resilience.	✓	
Excellent self-motivation and the ability to self-start and use initiative.	✓	

Strong ICT literacy, particularly including the use of Microsoft 365 and SharePoint.	✓	
Familiarity and literacy with additional software, including CRM systems, Project Management tools (e.g. Trello), Design tools (e.g. Canva), and social media management software		✓
Excellent written English and the ability to communicate quickly, accurately, concisely, and in plain language to a range of audiences and stakeholders.	✓	
Strong organisational and time management skills, with the ability to prioritise tasks and deliver / produce work under pressure and to deadlines.	✓	
The ability to research, analyse, interpret and disseminate information so that it is accessible to a range of audiences.		✓
The ability to maximise the use of scarce resources through effective planning, monitoring, and control of expenditure.		✓
Knowledge	Essential	Desirable
The social, political, and economic context in which the local VCSE sector operates and the current challenges and opportunities for organisations.		✓
Awareness of opportunities to generate and/or attract investment and funding to Voscur and the sector.		✓
A range of impact measurement and evaluation tools and techniques, and their application	✓	
Equalities and inclusion principles and how these can be practically applied to address barriers to inclusion.	✓	
Experience	Essential	Desirable
Two years' experience of programme coordination and administration.	✓	
Experience of delivering / coordinating an events and training programme.		✓
Marketing and communications experience		✓
Experience of monitoring and evaluating a project or service		✓
Qualifications	Essential	Desirable
Qualifications in project, programme, or events management.		✓

Timetable and Recruitment Process

Recruitment Policy

Voscur is an Equal Opportunities employer, and we actively encourage applications from all backgrounds and communities.

Equity and diversity are very important to our diverse VCSE sector and population. We are keen to increase the diversity of our team, and welcome applications from people whose communities are currently under-represented – particularly Black, Asian, and other Ethnic communities, people of faith, and those that have experienced poverty. As part of our commitment to inclusion, all candidates from those communities who meet the essential criteria will be invited to interview.

We will make reasonable adjustments to the interview process if you need something different or additional as part of the process – for example, if you have a disability, long-term health condition, or caring responsibilities. Please do let us know in the application form.

Timetable

Deadline for applications: 9:00am, Monday, 30th September 2024.

Interviews:

Interviews will take place in person in October 2024. Please see the link below where the dates will be posted when confirmed.

Recruitment Process

Download the forms from the Voscur website: <https://www.voscur.org/jobs/107148>

Please complete and send the following forms to personnel@voscur.org:

- Application form (note that we do not look at CVs)
- Diversity monitoring form

We recommend that you read the job description and person specification thoroughly and use the application form to tell us how your experience, skills, and knowledge make you the ideal candidate.

The recruitment panel will review your anonymised application form; the remainder of the details collected will be used for the appointment of the successful candidate and to ensure that our recruitment process is accessible.

Registered Charity number 1148403. Company limited by guarantee number 3918210.

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