



**Hull CVS
Services & Sector Development Lead
Job Description**

Job Title: Services & Sector Development Lead

Responsible to: Deputy Chief Officer

Based at: The Strand, 75 Beverley Road, Hull, HU3 1XL

Working Hours: 35 hours per week (full time), or negotiable for right candidate

Salary: TBA

Scope:

Hull CVS (Community & Voluntary Services) is the development and support organisation for the voluntary and community sector (VCS) in Hull. The VCS sector, or sometimes known as the third sector, comprises a wealth of organisation types including registered charities, social enterprises, volunteer led organisations and community groups. A core part of our role is to provide tailored, intensive and quality accredited support to these organisations to aid their start up, effectiveness and longer term sustainability.

The services offered by Hull CVS include providing an information service to the sector; supporting the recruitment and management of volunteers; delivering governance and constitutional advice to organisations; and also providing a range of direct business support functions including low cost accommodation and room hire; networking opportunities; training; funding advice; payroll services; finance, and HR management; to enable organisations to start, grow and develop.

In addition to supporting the local sector, Hull CVS also directly delivers a range of projects to support Hull's local communities. These include a range of volunteering programmes; a direct payment service; and the administration of a number of small grant programmes for local Charitable Trusts.

Overall Objective:

To increase the visibility and uptake of the Hull CVS Sector Development offer across the city; promoting excellence in sector development by working directly with voluntary and community organisations in Hull by supporting them in becoming more efficient and effective; and to ensure that Hull CVS continues to provide a high quality, appropriate and responsive service to meet the needs of the sector.

Specific Duties and Responsibilities:

Volunteer Centre Development

- To increase the number of both voluntary and community organisations and individual volunteers connected to the Hull CVS Volunteer Centre.
- To proactively target and develop relationships between the public sector, private sector and the voluntary and community sector in Hull with a view to increasing volunteering opportunities and pathways to volunteering.
- To assist volunteer-involving organisations to develop quality volunteering opportunities across Hull and provide advice in relation to volunteer management good practice.
- To co-ordinate and ensure the delivery and dissemination of good practice regarding volunteering locally via different forums and events.
- To lead on training, learning and development opportunities for existing and potential volunteers to support them in the fulfilment of their volunteering journey.
- To oversee and ensure the smooth running of the Volunteer Centre drop in facility.
- To gather and collate quantitative and qualitative data about volunteering and volunteer involving organisations in Hull on a regular basis.

Development and Delivery of Training

- To identify and assess the current and future training needs of voluntary and community organisations.
- To develop an annual training programme based on identified needs, including a mix of in-house support and buying in additional expertise as and when required and where budget allows.
- To identify unmet training provision, and design and deliver, or source internal training as required.
- To maintain appropriate records, statistics and performance data in order to ensure that training, targets and related finances are monitored and that training outcomes are met and evaluated.

Support and Advice

- To work with the Hull CVS Development Officer in assessing needs of individual voluntary and community organisations and providing 1:1 support as appropriate to needs.
- To signpost voluntary and community organisations to other support areas, both within Hull CVS and external support, as needed for organisational development.
- To facilitate and support the development of networks and forums in the voluntary and community sector.
- To contribute to the development and supply of information and resources provided by Hull CVS to voluntary and community organisations.
- To assist in developing systems to record and assess the needs of the sector, and the levels of support provided by Hull CVS to individual organisations.

Service Development

- To proactively identify new services and opportunities that can be offered by Hull CVS to meet the needs and demands of Hull's community and voluntary sector.
- To form partnerships both internally and externally to tailor and enhance the package of services offered by Hull CVS.
- To assist in the development and expansion of the Hull CVS membership offer.

- To design and initiate activities that raise the profile of Hull CVS and the services that it offers.

Monitoring & Evaluation

- To lead on the development and maintenance of the monitoring systems for each of the above delivery areas.
- To collate quarterly reports detailing the performance of each delivery area and also the identified needs of the voluntary and community sector.
- To proactively and regularly identify trends, issues and concerns raised by the voluntary and community sector.
- To collate and produce text, data and case studies for contribution to the Hull CVS Annual Report.
- To source and collate requested information to contribute to the completion of funding applications.
- To support in ensuring that accreditations held or available to Hull CVS are obtained and maintained.

Line Management

- To provide line management to the Hull CVS Development officer.
- To provide direction in the above service delivery areas to the Hull CVS Administration team.

General Duties

- To ensure that members of your team and wider Hull CVS are kept adequately informed of your work as appropriate and that information is provided as requested by your line manager.
- To participate in planning and team building activities within Hull CVS and to contribute to the core operation and development of the organisation.
- To take part in supervision / appraisal meetings as agreed in line with Hull CVS policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at Hull CVS within the framework of the confidentiality policy.
- To work in a self servicing capacity.
- To adhere to Hull CVS policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by the Hull CVS Chief Officer/DCO.
- To have a strong commitment to equality and diversity and to form effective working relationships across Hulls diverse community.