

29th November 2017

Dear Applicant

**RE: Position as Mentoring, Advocacy & Peer Support (MAPS) Manager**

Thank you for your interest in the above post. Please find enclosed:

1. This Application Letter
2. Guidance Notes
3. How to Apply
4. Job Description
5. Person Specification
6. Summary of Terms and Conditions
7. VCS Background Information
8. Protection of Children and Vulnerable Adults Information
9. Equality & Diversity monitoring form, which can also be downloaded from our website at <http://vcsutton.org.uk/about/our-vacancies/>
10. Equality & Diversity statement

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Friday 22<sup>nd</sup> December 2017**. Interviews for the shortlisted candidates will be held during week beginning 8<sup>th</sup> January 2018. If you have not heard from us by 22<sup>nd</sup> January 2018, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

In the event you are shortlisted for interview, you may be able to claim some travelling expenses (up to a maximum of £10) in connection with your interview. These will be considered for payment on production of an expenses claim form and valid receipts.

I shall look forward to receiving your CV, supporting statement, covering letter and Equality & Diversity monitoring form.

Yours faithfully,

**Anita Maullin**

**Chief Executive**

## GUIDANCE NOTES

***Please read these guidance notes before submitting your application.***

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

### **Job Description**

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

### **Person Specification**

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

### **Equality & Diversity Monitoring**

This form is used to assess whether our advertising is reaching all sections of the community. It plays no part in the recruitment process. The monitoring form is anonymous and is separated from your application on arrival at the Centre. We would be grateful if you could complete this form and return it with your CV and supporting statement.

## HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 1000 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement as per the Person Specification e.g. points 1-15. Relate your skills, knowledge and experience to the criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

### **NB:**

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

**Applications should be emailed to Anita Maullin at [anitamaullin@vcsutton.org.uk](mailto:anitamaullin@vcsutton.org.uk) ,**  
Volunteer Centre Sutton, 31 West Street, Sutton, Surrey SM1 1SJ.

**THE DEADLINE FOR APPLICATIONS is midnight Friday 22<sup>nd</sup> December 2017**

<b>Job Title</b>	<b>Mentoring, Advocacy and Peer Support (MAPS) Manager</b>	<b>Location</b>	VCS
<b>Salary</b>	£ 32,540	<b>Hours</b>	36 hours per week
	(including Outer London Weighting) +employers pension contribution 3%	<b>Last Updated</b>	25 Sep 2017
<b>Reports to</b>	Chief Executive Officer		
<b>Responsible for</b>	The management and development of the MAPS department within Volunteer Centre Sutton, including the line management of staff.		

<b>Main Purpose and Scope of the Job</b>	Manage the strategic development and delivery of MAPS, including supporting income generation, legislative and safeguarding matters and the delivery to target of individual projects.
<b>Main Duties and responsibilities</b>	<b>The main duties of the post are to:</b>
<b>1.</b>	<b>Strategic Development</b> <ul style="list-style-type: none"> <li>■ Develop and review strategic plans for the growth and implementation of MAPS</li> <li>■ Identify and develop new opportunities within the MAPS framework and ethos responding to both local and national gaps in provision.</li> <li>■ Support the overall aims of VCS strategic objectives</li> <li>■ Network and relationship building to provide clear strategic input with key internal and external stakeholders when required</li> </ul>
<b>2.</b>	<b>Manager Responsibilities</b> <ul style="list-style-type: none"> <li>■ Oversee the effective management of the MAPS department, including line management and support of staff.</li> <li>■ Ensure productive day to day operation, including safeguarding and legal compliance as well as leading weekly team meetings and regular reporting on performance targets to CEO, Trustees and funders.</li> <li>■ Work towards VCS strategic objectives.</li> <li>■ Oversee sound financial management of the department, contribute to budget setting and monitor income and expenditure.</li> <li>■ Working with the Finance Manager, ensure budget forecasting and agreed reviews are completed within set times.</li> <li>■ Contribute to the management and development of Volunteer Centre Sutton as a member of the Senior Management Team.</li> <li>■ Work within the Good Practice guidelines of Volunteer Centre Sutton.</li> </ul>
<b>3.</b>	<b>Promotion, Development and Campaigning</b> <ul style="list-style-type: none"> <li>■ Responsible to create and implement a volunteer recruitment strategy to ensure all key recruitment is achieved.</li> <li>■ Ensure the development and delivery of a MAPS communication strategy, including support to the VCS Marketing plan, to ensure promotion of VCS and MAPS.</li> </ul>

	<ul style="list-style-type: none"> <li>Promote ethos, methodology, asset framework, service policies and good practice procedures as appropriate and in line with VCS communication strategy.</li> </ul>
4.	<p><b>Income Generation</b></p> <ul style="list-style-type: none"> <li>Ensure the ongoing development and review of the MAPS fundraising strategy to ensure continued funding of current MAPS projects and support of the wider VCS team.</li> <li>Identify and respond to new funding opportunities including commissioned tenders as they emerge, consulting with VCS senior management at each stage.</li> <li>Complete all agreed funding bids and tenders, working with the CEO.</li> <li>Ensure all funding bids are collated and tracked through the VCS funding process.</li> <li>As a representative of MAPS, attend and input into the Finance and income generation sub group to ensure VCS maximises income.</li> <li>Continue to identify and grow income through a variety of methods including local fundraising, charitable giving and services.</li> </ul>
5.	<p><b>HR, Training, Support and Supervision</b></p> <ul style="list-style-type: none"> <li>Co-ordinate and deliver training programmes as required.</li> <li>Work with the CEO to identify training needs within the MAPS.</li> <li>Provide proportional supervision and annual appraisal for MAPS team.</li> <li>Ensure staff have correct HR contracts and payroll details, including aware of any changes.</li> <li>Provide pastoral care to staff and volunteers.</li> </ul>
6.	<p><b>Supervision &amp; Appraisal.</b></p> <ul style="list-style-type: none"> <li>Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.</li> <li>Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton's activities and events.</li> </ul>
7.	<p><b>Administration, Monitoring and Evaluation.</b></p> <ul style="list-style-type: none"> <li>Oversee effective administration of the MAPS work, ensuring accurate recording of all activities.</li> <li>Produce annual reports for MAPS and funders reports as required.</li> <li>Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service.</li> <li>Evaluate the service/project against pre-set targets and quality standards.</li> <li>Maintain Best Practice and the Approved Provider Standards.</li> <li>Provide reports and attend advisory groups and sub-committees of the Board to ensure trustees are fully informed of Brokerage activities.</li> </ul>
8.	<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>Follow VCS policies and procedures with regards to any safeguarding issues relating to MAPS service users and be responsible for taking appropriate action to respond to these issues.</li> <li>Work alongside VCS safeguarding officer on safeguarding matters</li> <li>Communicate key information, procedures and legislation to staff regarding safeguarding.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Implement safeguarding actions as required including communicating with social services and police.</li> <li>■ Maintain and review safeguarding register in partnership with CEO.</li> </ul>
<b>9.</b>	<p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>■ Be aware of current legislation and guidance relating to working with young people.</li> <li>■ Be responsible for the development and implementation of the Centre's Child Safeguarding policy.</li> <li>■ Be aware of current legislation relating to Health &amp; Safety, especially in "on site" situations and ensure all necessary requirements are addressed.</li> <li>■ Ensure reporting deadlines are met.</li> <li>■ Work alongside the CEO to continually review and update relevant legislation and risk assessments.</li> <li>■ Support staff to process DBS applications</li> </ul>

**Other duties of the post are to:**

<b>10.</b>	<p><b>Vision and Mission.</b></p> <ul style="list-style-type: none"> <li>■ Embrace the spirit of VCS' Vision to 'To Inspire Community'</li> <li>■ Support the delivery of our mission 'To release the inherent value held within communities by inspiring volunteering'</li> <li>■ Deliver against the outputs and outcomes of VCS Strategic plan and delivery plan.</li> <li>■ Be responsible for the development and constant updating of your own personal work plan, linked to Volunteer Centre Sutton's delivery plan, in agreement with your line manager</li> </ul>
<b>11.</b>	<p><b>Staff Training &amp; Meetings.</b></p> <ul style="list-style-type: none"> <li>■ Attend appropriate training and staff meetings as required.</li> <li>■ Be personally responsible for all personal professional development</li> <li>■ Deliver MAPS annual programme of events and activities.</li> <li>■ Fully contribute to wider VCS events including AGM and National Volunteers Weeks.</li> </ul>
<b>12.</b>	<p><b>Teamwork &amp; Events.</b></p> <ul style="list-style-type: none"> <li>■ Lead and be part of a vibrant and committed MAPS team of coordinators, administrators and volunteers.</li> <li>■ Work as part of the Volunteer Centre Sutton's team, positively contributing to Volunteer Centre Sutton life.</li> <li>■ Support key VCS Events including Volunteers week, Student Volunteers Week, Trustees week and VCS' AGM as required.</li> </ul>
<b>13.</b>	<p><b>Equality &amp; Diversity.</b></p> <ul style="list-style-type: none"> <li>■ Work within VCS's Equality &amp; Diversity Policy at all times, promoting anti-discriminatory practice within the context of the project.</li> </ul>
<b>14.</b>	<p><b>Other Duties.</b></p> <ul style="list-style-type: none"> <li>■ Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.</li> </ul>

	<b>Person Specification Criteria</b>
1	Experience of strategic development and planning, in liaison with corporate objectives.
2	Knowledge of Mentoring and or Advocacy programmes within the Voluntary Sector
3	Minimum of 3 years' experience in designing, implementing and managing multiple projects, including grant management.
4	Experience of overall management of a team with achieved set targets and objectives
5	Sound financial management including budget setting and monitoring.
6	Experience of line management, team and staff development, including coaching and training others.
7	Experience of Volunteer strategies, recruitment, policies and procedures.
8	Demonstrable experience in income generation, working with grants, donors and success with funding applications.
9	Ability to design, coordinate and deliver training programmes as required.
10	Ability and experience with building relationships with external stakeholders and the voluntary sector.
11	Experience with the development and promotion of communications, including social media, websites and events
12	Excellent written and verbal communication skills, including public speaking, and presentations.
13	Ability to produce reports including all statistical information, for funders, VCS and external stakeholders.
14	Ability to manage complex and varied work load and to work under pressure.
15	Knowledge of current legislation and procedures including developing policy and procedures with Child Safety and safeguarding.



## BACKGROUND INFORMATION

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 31 West Street, Sutton, Surrey SM1 1SJ. Phone: 020 8661 5900. Email: [vcsutton@vcsutton.org.uk](mailto:vcsutton@vcsutton.org.uk)

### Legal Status

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity No. 1048978 and Company Limited by Guarantee No. 3088644 in 1995.

### Volunteer Centre Activities

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 2500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

- 1) **Brokerage** - A signposting and matching service for volunteers and VCO's. We offer information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.
- 2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's to achieve the 'Experts in Volunteering' accreditation and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.
- 3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.
- 4) **Policy Response and Campaigning** - We are the voice of volunteers locally, we respond to issues that are effecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no



individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

**5) Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO).

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Call, Catch-up, Connect Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender.
- **Citizen's Commissioning** enables local residents to have a voice in public sector commissioning activity, ensuring services provided for local people represent the best outcomes and value for residents.

### Partners and Networks

VCS networks with a wide range of voluntary, statutory and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Sutton Centre for the Voluntary Sector (SCVS) and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Compact steering group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and GLV (Greater London Volunteering).

## **PROTECTION OF CHILDREN**

### **AND**

## **SAFEGUARDING VULNERABLE ADULTS**

The job for which you are applying involves substantial opportunity for access to children and vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act 1974. You are therefore required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as “spent” under this Act, and any cautions or bind-overs. Please provide details in a sealed envelope when you submit your application, including approximate date, the offence and the court or police force which dealt with the offence. This envelope will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post. Information for candidates who are not shortlisted for the post will be destroyed without being opened. The information you give will be treated in confidence and will only be taken into account in relation to an application where the exemption applies.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the selection panel considers that the conviction renders you unsuitable for appointment. In making this decision the panel will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to the Volunteer Centre Sutton's Equality & Diversity policy.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light.

Volunteer Centre Sutton is also entitled, under arrangements introduced for the protection of children and vulnerable adults, to check with the Disclosure and Barring Service (DBS) for the existence and content of any criminal record of the successful applicant.

A DBS check will not be made without your consent, although you should be aware that refusal to give your consent to a DBS check could result in an offer of appointment being withdrawn.

### **Equality and Diversity Monitoring Form**

The purpose and use of this form are outlined in the Guidance Notes to Applicants.

**POST:** **MAPS Manager**

**DATE ADVERTISED:** **1<sup>st</sup> December 2017**

**WHERE DID YOU HEAR ABOUT THIS VACANCY?** \_\_\_\_\_

GENDER		AGE					
MALE		18-24		35-44		55-64	
FEMALE		25-34		45-54		65-74	

ETHNICITY			
White		Asian or Asian British	
British		Bangladeshi	
Irish		Chinese	
Traveller of Irish Heritage		Indian	
Gypsy/Roma		Pakistani	
Any other white background		Any other Asian or Asian British background	

Mixed		Black or Black British	
White & Asian		African	
White & Black African		Caribbean	
White & Black Caribbean		Any other Black or Black British background	
Any other mixed background		Any other ethnic background	

*Please see our Equality and Diversity Statement on the next page.*

## **EQUALITY & DIVERSITY STATEMENT**

### **Volunteer Centre Sutton:**

**ACCEPTS** that in society certain groups or individuals are denied equality on the grounds of race, gender, marital status and civil partnership, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation and religion or belief or any other factor irrelevant to the purpose in view.

**WELCOMES** and complies with the statutory requirements laid down in:

- the Equality Act 2010;
  - the National Minimum Wage Act 1998;
  - the Human Rights Act Nov 1998;
  - the Gender Recognition Act 2004;
  - the Sex Discrimination Act 1975, as amended; \*
  - the Disability Discrimination Act 2005; \*
  - the Employment Equality (Age) Regulations 2006; \*
  - the Rehabilitation of Offenders Act 1974;
  - the Chronically Sick and Disabled Persons Act 1970 and 1986 amendment;
  - the Asylum & Immigration Act 1996;
  - the codes of practice of the Equality and Human Rights Commission (EHRC)
- \* Complies with such provisions as remain in force following the introduction of the Equality Act 2010

**RECOGNISES** that it has moral and social responsibilities that go beyond the provisions of the above-mentioned Acts and Regulations, and that it should support and contribute to the wider process of change through all aspects of its work and practices in order to eliminate discrimination and promote equality and diversity.

**IS COMMITTED** to taking positive steps to ensure that:

- All people are treated with dignity and respect, valuing the diversity of all.
- Equality of opportunity and diversity is promoted.
- Services are accessible, appropriate and delivered fairly to all.
- The mix of its employees, volunteers and management committees reflects, as far as possible, the broad mix of the population of Sutton.
- Traditionally disadvantaged sections of the community are encouraged to participate in policy decisions about, and the management of the services provided.