

**THE CHARITY FOR CIVIL SERVANTS  
JOB DESCRIPTION**

<b>TITLE:</b>	<b>Community Exchange and Engagement Innovation Manager</b>
<b>REPORTS TO:</b>	<b>Head of Volunteering</b>
<b>JOB BAND:</b>	<b>Grade 4   £36-£40,000 per annum</b>
<b>HOURS:</b>	<b>Full time (36 hours per week)</b>
<b>STATUS:</b>	<b>Fixed-term for 18 months</b>
<b>LOCATION:</b>	<b>Cheam, Surrey or Homebased (with UK travel)</b>

**PURPOSE:**

This role will be responsible for setting up and overseeing the development of a network of Civil Service Community Exchanges (Timebanks) by actively promoting the concept, encouraging new exchanges and working with partners and funders.

As part of the Charity's vision to build a lifelong community of people offering effective support for each other when life takes a turn for the worse, we are exploring models which can not only help strengthen community but help facilitate the provision of mutual support. A community Exchange is an online market place, based on reciprocity where current, former and retired Civil Servants can pledge their time and skills to support others.

An exciting role, we are looking for a person who is passionate about and committed to community development to develop and grow a Civil Service Community Exchange.

**KEY ACTIVITIES:**

- To work closely in collaboration with our Civil Service trusted partners and other relevant organisations as part of the delivery of the overall project.
- Establish and oversee the running of a network of Civil Service Community Exchanges
- Supervise and co-ordinate the work of a wide range of volunteers and organise the exchange of services within the community, including support and supervision of volunteer team leaders, organising group exchanges
- To identify and innovate around best practice engagement approaches to help support the Charity in building a lifelong community.
- To identify groups, individuals and geographic areas where time banking could be of benefit
- To act as the 'Central Bank', providing information, support and resources to communities, enabling them to set up 'branches' at their own pace
- To maintain support to this network, provide bespoke assistance to the members and facilitating mutual learning and knowledge sharing
- To provide safeguarding support to both groups and embryonic time banks including advice on DBS checks, facilitation of appropriate training and signposting to support for policy development.
- To facilitate broker training, insurance and the utilisation of existing resources

- To create, support and maintain a network of partners who can support the development of a Civil Service Community Exchange.
- To work with the Communications team to promote and publicise the activities of the network.
- To monitor and evaluate the project, including outcomes for individuals as well as drawing together the activities and outputs of the networks.
- To write reports, give presentations and undertake other activity as necessary to fulfil the reporting requirements of the funders
- To be prepared to use and contribute to regular supervision and be committed to undertaking appropriate professional and personal development
- To undertake any other duties as may be required

#### **WORK RELATED EXPERIENCE**

- Project Management skills and experience of setting up new projects / activities
- Experience of managing projects and people on a day to day basis, either as a volunteer or a paid worker
- Commercial acumen (experience of working with funders and business development)
- IT skills (Experience of Excel, PowerPoint and Word)
- Budget management
- Ability to prioritise workload and work flexibly and under pressure across a busy organisation
- Awareness of the voluntary sector, best practice, policy and procedure
- Awareness of the workings and structure of the civil service and its audiences (desirable)
- Experience of time banking / community exchange (desirable)
- Experience of ensuring community projects adhere to safeguarding and health and safety policies
- The ability to build people's confidence by listening and getting them involved
- Experience of planning and organising work to meet targets
- Administrative skills and experience of setting up systems
- Knowledge of monitoring and evaluating projects

#### **PERSONAL ATTRIBUTES**

- Excellent verbal and written communication skills
- Coordination and organisational skills
- Ability to form strong positive relationships
- Ability to work both in a team and individually
- A passion for encouraging participation from people who are more isolated, especially disabled people and the elderly.

#### **OTHER**

Some UK travel will be required.

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with post holder) subject to the needs of the organisation, and in keeping with the general profile of the post.