

Haringey Advice Partnership Project Manager Application Pack

28th March 2024



Job Title:	Haringey Advice Partnership Project Manager
Salary:	£30,617 per annum (+3% pension contribution)
Working hours:	Full-time 37.5 hours per week (would consider part-time)
Contract length:	Permanent
Reports to:	Programme Manager
Based:	London Borough of Haringey (office, community and hybrid working)

About Public Voice

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals’ and communities’ needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

The role

Public Voice is a partner in the Haringey Advice Partnership (HAP) which is delivering the Information, Advice and Guidance (IAG) service in Haringey from April 2022 to March 2025 with an option to extend for a further four years. Our role is to provide information and signposting for health and social care enquiries and develop the outreach and engagement activity to identify needs in the community and target specific community groups who are less familiar with IAG services.

The HAP Project Manager is responsible for managing Public Voice's overall contribution to the Haringey Advice Partnership and project, ensuring Public Voice meets and reports on its targets and outcomes. This includes leading the outreach activities for HAP on behalf of Public Voice, arranging and attending drop-in sessions across the borough, and working in close collaboration with a variety of community stakeholders to reach those in need of HAP support. The Project Manager will be an active member of the HAP programme management team.

About You

If you have experience and an interest in community development and enjoy working and engaging with people and are passionate about assisting and helping people navigate and receive the correct information and support that is available within the Borough for their particular needs we would like to hear from you.

You will need to be approachable, able to relate to people having good communication skills with an understanding attitude and experience of working with diverse communities and partners.

Job Summary

1. Attend meetings of the HAP consortium, preparing project updates in advance of the meeting as required.
2. Plan and participate in promotional events and activities, both independently as Public Voice and in collaboration with consortium partners, to further the aims and objectives of the partnership.
3. Plan and deliver regular outreach activities in a variety of locations across Haringey, with support from Public Voice colleagues as needed. Ensure we reach a diverse audience, with efforts targeted on seldom heard groups and those most in need of HAP support.
4. Manage the input of data for reporting in Public Voice's CRM. This includes adding records for your own activities, as well as ensuring colleagues in the Information & Signposting team and Vibrance know how, where and when to add data, to allow for accurate and timely project updates and reports.
5. Support the Information & Signposting team in developing an up-to-date and comprehensive database of information resources for signposting customers to relevant statutory/voluntary agencies and services.
6. Working with the Information & Signposting team, ensure an effective and efficient process for referring cases for action. Be responsible for producing monthly / quarterly monitoring reports and capture the

information required to meet commissioner and contract requirements in appropriate formats to agreed timescales.

7. Build links with key voluntary sector agencies, community organisations and relevant statutory partners in the London Borough of Haringey.
8. Identify opportunities for collaborations that further the provision of information, advice and guidance in Haringey, including potential partnerships and bids for other funded interventions.
9. Develop, in partnership with Citizens Advice Haringey and Vibrance training and support provision to individuals, groups and key local agencies that increase knowledge and skills to promote independence and collaboration.
10. Maximise the opportunities for organisations, groups and individuals to participate in activities that support increased self-reliance, independence and collaboration.
11. Manage agreed input from Public Voice colleagues – such as the Information & Signposting team, or outreach and communications colleagues – to support delivery of the HAP service.

Other Accountabilities

1. Work as part of a team, collaborating with colleagues and partners, and contributing to the wider Public Voice strategy.
2. Act in line with Public Voice's mission and values, as well as policies and procedures (including Safeguarding of vulnerable people encountered through the HAP service).
3. Help to promote the work of Public Voice and its IAG delivery partners.
4. Undertake other duties as required to support the smooth functioning of Public Voice in keeping with the overall grading and general responsibilities of the post.

How to apply

For more information please download the application pack. To apply, please email a copy of your CV and a personal statement of no more than two sides of A4 detailing your suitability for the role to info@publicvoice.london. Deadline for applications is **5pm on Friday 19th April 2024**. Shortlisted candidates will be invited for interview, with interviews being held week commencing Monday 29th April.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

Equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

Person specification		
Qualifications	Essential	Desirable
Community Development qualification or similar.		•
At least one year's equivalent experience in community development practice, or similar, in diverse environment.		•
A current enhanced DBS check required.	•	
Experience		
Working across multiple agencies and complex professional relationships whilst maintaining a clear sense direction and target.	•	
Working with diverse communities in an urban environment.	•	
Experience of working with Haringey partners.		•
Knowledge		
Circumstances of disadvantaged, financially challenged, isolated and vulnerable people with knowledge of physical, psychological and social needs.	•	

Understanding of the key principles of community development.	•	
Statutory and VCS services available in Haringey and internet resources.		•
The structure of the NHS and Social Care sectors locally and nationally.		•
Practical knowledge of the challenges facing voluntary and community sector organisations in providing services with limited investment.		•
Understanding of Data Protection/GDPR compliance and the importance of confidentiality and protection of data.	•	
Equal Opportunities Policy within employment and service delivery areas; knowledge of issues related to equalities and diversity.	•	
A relevant second community language would be desirable.		•
Skills		
Imaginative and proactive engagement with community organisations, statutory bodies and targeted interest groups that identifies need and support development.	•	
Ability to collect and interpret evidence and data and use it to identify issues and write reports.	•	
Good interpersonal skills and ability to relate to people and professionals in a variety of organisational settings.	•	
Good verbal and written communication skills; able to write concise, accurate and timely reports.	•	
Ability to use relevant IT applications including Word, Excel, and CRM.	•	
Ability to organise events and effective diary management.	•	
Other		
A flexible approach to service delivery and working hours; reliability in timekeeping, available for occasional working across weekends and evenings to suit the needs of the service.	•	
To travel around the borough in a timely manner.	•	
To deal with a variety of challenging situations in a calm and sensitive manner.	•	
A strong commitment to learning/continuous self-development.	•	
Understanding of and commitment to the aims and values of Public Voice.	•	

