



## **Job Description**

### **Innovation and Development Manager**

**Hours of work:** Full time; 37.5 hours per week, 30 hours considered (salary pro rata'd accordingly)

**Contract Type:** Permanent

**Annual Leave:** 25 days plus bank holidays

**Salary:** Up to £35,000 annually

**Employed by:** Involve Kent

**Responsible to:** Deputy Chief Executive Officer

**Based:** Turkey Mill, Maidstone, Kent ME14 5PP / Home (minimum 2 days per week in HQ)

### **Purpose of the job**

**This is a pivotal role at Involve to design and deliver innovative and impactful projects and programmes to improve health with disadvantaged communities. Previous projects in this remit include the Kent wide Covid Vaccination Helpline focused on ethnic minorities on behalf of the NHS, and 'West Kent Listens', a community outreach and engagement project to hear from a diverse range of individuals on the impact of the pandemic, shaping future mental health services. The postholder will be responsible for testing and 'incubating' projects which can be scaled up.**

The role has two core purposes; 1, to review, develop and manage a number of existing charitable and grant funded strands of work including transport and mental health engagement projects, ensuring they are effective and sustainable. 2, to work with the Deputy CEO/ CEO and Grant Fundraiser to design, develop, manage and evaluate new programmes to meet need in the community. This is a role with significant autonomy and potential to develop, working within Involve systems and values.

## **Key tasks and responsibilities**

### **Programme Management and Development**

- Proactively manage your own health, wellbeing and resilience as a positive role model to staff and clients.
- Build an in-depth knowledge of Involve's existing community programmes/ projects including Transport, Mental Health User Voice, Handyperson service and Get Involved inclusion projects such as the community allotments, craft groups and volunteer gardening.
- Ensure that newly commissioned Community Project services are quickly and effectively mobilised.

- Utilising the programme management tracker system, ensure all existing grant and funder KPIs are understood, planned for and achieved
- Line manage project staff, including regular support, supervision, appraisals and ensure delivery of project KPIs and outcomes
- Ensure appropriate, accurate data collection (utilising the CRM system 'Charity Log') to enable reporting to management and funders and demonstrate social impact of projects
- Review systems especially digital infrastructure (with Digital and IT Lead) to ensure projects run effectively and efficiently, eg transport booking system
- Manage the Involve Community Hub space in the Mall Maidstone, ensuring it is well used as a resource for the community, Involve services and clients
- Manage the workshop and allotment space rented from Maidstone Community Support Centre
- Redevelop the volunteer gardening project (to support isolated frail and disabled people to enjoy their gardens), to include recruiting and managing appropriate staff and review and re-design systems and processes eg risk assessments
- Review and develop systems, process and procedure to ensure all existing projects are safe, effective, personalised and integrated with other Involve services.
- Review current grant and funding agreements, KPIs, budgets and outcomes and develop business plans for ongoing sustainability

### **Innovation and new programmes**

- Work closely with the CEO, Deputy CEO and Fundraiser to identify new opportunities, especially pilot projects to be evaluated and extended, which enable Involve to fulfil our mission and vision
- Undertake research and work closely with communities and stakeholders to identify gaps in services, or needs which could be met, to design new initiatives
- Work with the Fundraiser to secure funding to deliver projects and programmes, especially the National Lottery Community Fund, for a project to increase social inclusion for people at midlife with complex health and social needs.
- Design, mobilise and deliver projects to achieve outcomes set by funders, including staffing, operations, data collection, ensuring they are integrated with existing Involve services
- Assess and evaluate impact of projects; collate and analyse data eg personal outcome data, number of activities and attendees, and write reports for management and funders
- Ensure new and existing project workstreams are fully integrated with Involve services, working closely with the Head of Services
- Work flexibly to lead and manage a wide variety of projects and responsibilities to support the ongoing growth and diversification of Involve
- Other tasks and responsibilities delegated by Deputy CEO/ CEO as needed to support the management and leadership of Involve

### **Person specification**

- Highly skilled project manager; able to track KPIs, collect data, report and drive projects forward operationally, ideally in the not for profit sector
- Able to manage diverse and competing priorities; flexible, well organised, strategic, collaborative
- Skilled staff manager; able to provide effective support, supervision and performance management
- Strong IT skills, comfortable with data and reporting and implementation of new IT systems
- Able to demonstrate high quality narrative report writing skills
- Driven, target focused and highly motivated with ability to support staff to achieve KPI's
- Resilient, confident, positive and with a methodical approach to planning of own work and others
- Ability to learn and implement policies and procedures eg Safeguarding, Mental Capacity, risk management, person centred assessment and support planning

- Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others
- Able to work with self-reliance and with confidence to take responsibility (within professional boundaries)
- Outgoing, energetic and passionate about improving the wellbeing of others.
- Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies
- Strong and proven commitment to equality, diversity and inclusion

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
Highly organised, driven and diligent with a good eye for detail	X	
Able to work independently and with confidence to take responsibility (within professional boundaries)	X	
Management experience; project and staff	X	
Excellent communicator, verbal and written	X	
Ability to manage a budget and produce financial reports for funders	X	
Imaginative and creative approach to problem solving	X	
Proven experience of managing staff to deliver objectives	X	
Excellent IT skills, including Word, Access and Excel	X	
Experience of project monitoring and evaluation	X	
Ability to write high quality reports for funders and stakeholders	X	
Knowledge of community issues, with an empathetic and patient approach	X	
Able to work as part of a team and undertake a wide range of tasks as required	X	
Ability to work with, support and manage a large and diverse team of volunteers	X	
Driving licence and the use of a car	X	