Development Officer Services Team (North West) Candidate Pack
Contents

A word from our CEO ........................................... 3
About Locality .................................................. 4
About our team and leadership ............................... 5
Strategic objectives ........................................... 6
Why join us as Development Officer ..................... 7
  • Job description ........................................... 9
  • Person specification .................................... 11
Locality staff benefits ....................................... 12
How to apply ................................................. 13

The Power of Community
We are the national network supporting community organisations to be strong and successful.
A word from our CEO

Thanks for your interest in joining the Locality team.

We are an ambitious team, and we want to create a fairer society where every person in every community thrives. We believe that strong and sustainable local community organisations are the key to achieving this vision. It’s local community organisations that step in when others look away, to create the services each community needs most, in spaces where everyone belongs – that’s how lives are transformed. We’re here to support local community organisations to be strong and successful, so they can unlock the power in their local community to build a fairer society.

We are looking for a new Development Officer to be based, and to work within, Merseyside, as well as the areas of Greater Manchester and Cheshire (and occasionally beyond). They will have a key role in supporting Locality members and other community organisations to become stronger and more successful, through the delivery of consultancy work and Locality programmes.

Hopefully you’ll be thinking this might be you. I hope this pack gives you the information you need to apply.

We really want to actively encourage applicants from groups under-represented in our staff team (currently people from ethnic minority backgrounds and those with a disability). As an organisation, we have committed to be leaders in diversity because believe that a more diverse team will make us stronger and improve our work.

We have a flexible approach to covering this role, what we are most interested in is attracting the right person, with the right approach, enthusiasm and skills.

If you’re unsure about applying after reading this pack, then do get in touch and hopefully we’ll be able to answer any questions you might have. If you believe in the power of community to transform lives, we’d love you to join us!

Tony Armstrong
Chief Executive, Locality
About Locality

Behind the scenes in our communities, driven and dynamic local community organisations are working tirelessly to create a fairer society every day. They step in when other people look away. To fill a need that’s not being met. They create spaces at the heart of our communities where everyone belongs and where local people can shape their own futures.

Every week over 400,000 people walk through their doors, and ultimately lives are transformed. That’s the power of local community.

We are a network of hundreds of like-minded community organisations across the country, transforming our society so every person in every community thrives.

As a collective, we are powerful and we are proud of what we achieve together every day.

The Locality team strengthens community organisations in four ways:
About our team and leadership

We are a friendly team with a great set of skills and experience between us, and we enjoy working together. We are all committed to what we do because we want to do the best we can to support community organisations to be as strong and successful as they can be. Our member organisations are inspirational, and there is plenty of opportunity for all our staff to spend time with these amazing local organisations. Our team is driven by our values – to be ambitious, respectful and fearless in everything we do. There are around 45 people in our team, around half based at our central office in Old Street in London, and half spread around the country.

Mark Law, Chief Executive of Barca-Leeds, is Chair of the Locality Board. The Board is elected by its membership, and therefore member led as most trustees are CEOs of our member organisations. We also have independent co-optees who bring a broader perspective and a different mix of skills and experience.

Tony Armstrong is Locality’s Chief Executive. Tony joined the organisation in July 2014. Before that was Chief Executive of Living Streets, the national charity for pedestrians, where he successfully built a strong organisation which delivers national projects and successful high-profile policy-led campaigns. Prior to joining the third sector Tony was a civil servant and held a number of senior policy adviser roles in government, mainly focusing on neighbourhood renewal and health policy.

This post sits with the Services directorate at Locality and is part of a really friendly North and Central team headed by Jeff Scales (Head of Services - North and Central). Support, insight and training, will be on hand from the other team members. That team includes:

- Meena Bharadwa (Development Manager - Birmingham based)
- John Dawson (Development Manager - Sheffield based)
- Sophie Michelana (Development Manager – Leeds based)
- Debbie Lamb (Development Manager – Northumbria based)
- Cassandra Walker (Development Officer – Bradford based)
- Mick McGrath (Development Officer – Nottingham based)

Line management of the Development Officer post will be undertaken either by Meena Bharadwa or John Dawson.
Strategic objectives

Our current strategic objectives underpin everything we do:

1. **A strong and diverse membership**
   We will significantly grow our membership, reaching out to community organisations who share our vision and values, and ensure that members feel proud to be part of Locality and have a significant impact in shaping our work.

2. **A fearless, credible and influential voice**
   We will be a nationally recognised voice, using our collective evidence and experience to campaign fearlessly on behalf of our members and champion their work, with a strong track record of achieving positive change.

3. **High quality, member-driven services**
   We will provide a wide range of high quality services to help members do their work, develop their activity, enable peer-to-peer learning and offer resilience support where needed.

4. **Projects and services which support communities and neighbourhoods**
   We will develop and deliver a range of projects and services focused on inspiring local action and empowering communities, which benefit our members and other stakeholders, and influence policy and practice.

5. **A strong and sustainable organisation**
   We will be an enterprising and sustainable organisation, with a positive working environment which drives success, high quality standards for our work, diverse and sustainable income streams, and clear accountability and governance for our activities.
Why join us as Development Officer

Over a several years Locality has built an extremely strong reputation for the delivery of high-quality consultancy work and the effective delivery of programmes activity across the country.

Locality’s Services Team has a wealth of experience of delivering high quality business support to community organisations and others including Local Authorities, housing associations and CCGs. We deliver consultancy support to organisations in areas including business planning, feasibility studies, governance and legal structures, fundraising and investment readiness, developing community assets (land and property), community led housing, social impact, community engagement and consultation, research and evaluation, service redesign and providing crisis support to organisations in difficulty.

This work is commissioned in several ways:
- Directly commissioned consultancy
- Responding to competitive tenders
- Working closely with clients, supporting them to obtain the resources to enable us to undertake this work (e.g. supporting grant applications, connecting them to existing programmes)
- Supporting the delivery of Locality programmes in the North and Central regions (including undertaking grant assessments, diagnostics, one to one support)

Our expectation is that the postholder will have a role in both securing and delivering work, making a valuable contribution towards team income generation targets,

We feel that the time is now right for the creation of a new post based within, and serving the needs of, the Merseyside area, but with an ability to also undertake work within Greater Manchester, Cheshire and further afield as required. The demand led nature of our work requires flexibility in terms of where we work, but we particularly feel that there are significant delivery opportunities in this area of country.
This work involves a broad range of skill sets and requires people who are technically strong, are knowledgeable of the sector, and have a high level of emotional intelligence.

The team also occasionally works with external consultants and contractors.

We very much see this post as working collaboratively with the wider Locality Team, working closely with the Programmes Team, Neighbourhood Planning & Housing Team, and Membership Team particularly.

Development Officers also have a role in supporting Locality members in proximity to them and supporting local networking events as well as Locality’s annual National Convention.

The Development Officer will either be a home worker or will be offered the opportunity to have a Merseyside office base, the likelihood being that they would be based with a Locality member providing that a suitable office can be identified. They post holder will be provided with a laptop computer and other office equipment.

This is a full-time role but we would welcome applications from someone who is interested in taking on this role on a part time basis or as part of a job share – flexible working options are available. What we are most interested in is getting the right person in post.

The most common phrase we hear from our staff when talking about working at Locality is “the team is fantastic!” We operate in an informal and non-hierarchical way and all team members are given responsibility to manage their time and workload. The team are incredibly friendly, passionate about what they do and are some of the most talented people in our sector.

If you’re passionate about creating a fairer society, love working in a dynamic team and want to help build the reputation of a highly respected brand, you’ll fit right in.
Development Officer (Services Team)
Job description

Hours: Full-time or part time (negotiable)
Salary: £30,600 per annum
Location: Merseyside

The team:
Your line manager will either be John Dawson (Development Manager – Sheffield based) or Meena Bharadwa (Development Manager – Birmingham based).

We have an expectation that you will be based within Merseyside and will work predominantly within that area, as well as within the areas of Greater Manchester and Cheshire.

You will be part of the North & Central Services Team, working closely with seven other staff members. This team is led by Jeff Scales (Head of Services – North and Central). The postholder may be responsible for line management of support or temporary staff, as determined by operational and business requirements.

The Role:
The main purpose of this role is to strengthen our movement locally, regionally and across England, and in particular:

- Contributing to business development and contributing to income targets
- Contributing to a service delivery/consultancy team
- Influencing and shaping the operating environment
- Engaging with members across the region and developing relevant services

Main duties and responsibilities:

1. Business development and income generation:
   - To support efforts to build a strong pipeline of consultancy and trading opportunities within the region, developing and responding to market opportunities that meet the aims of Locality
   - To promote and sell Locality’s business offer and achieving targets
   - To develop external relationships including partnerships and alliances for these purposes
   - To respond to tenders for contracts and funding bids to build earned income for the organisation.

2. Service delivery:
   - To contribute to the delivery of services, building, developing and managing teams of staff and associates as appropriate
   - For any services and programmes for which the post holder is responsible, ensure that:
     - contractual requirements are met alongside Locality’s wider aims
• responsive and high quality services are provided to service users and stakeholders
• reputational, financial, and other risk is identified and managed, through the risk management process.
• To contribute to service delivery of Locality’s wider programmes and services.

3. Member services:
• To work closely with colleagues in the member engagement team to build Locality’s membership and ensure members are actively engaged in the region
• To develop the member offer on both a paid and unpaid basis, ensuring members’ needs drive the development of services
• To work collaboratively to use members’ experience, skills and knowledge effectively through delivery, intelligence gathering and evidence collection.

4. To mainstream equality and diversity considerations into all areas of service delivery
• To work in harmony with the organisation’s strategic aims and values; working with a combination of ambition, being respectful to others and fearless in approach
• To work closely with the Communications team to ensure activity is within our brand guidelines and communications strategy
• To promote and ensure compliance with the organisation’s policies
• To attend and undertake regular supervisions and annual performance appraisals
• To manage and undertake training / professional development as necessary
• To promote the use of technology and be self-servicing
• To work in the most resource efficient and effective manner
• To act as an ambassador for the organisation.

5. General staff responsibilities:
• To work in harmony with the organisation’s strategy, vision and values.
• To promote and ensure compliance with the organisation’s policies including Health & Safety, Environmental and Diversity policies.
• To attend and undertake regular supervisions and annual performance appraisals.
• To manage and undertake training / professional development as necessary.
• To promote the use of technology and be self-servicing.
• To work as part of a team, supporting colleagues and communicating effectively with all.
• To work in the most resource efficient and effective manner.
• To act as an ambassador for the organisation.
• Any other duties as may be required by the Head of Neighbourhoods and Housing or directors of Locality.
• Please note that occasional overnight stays are required.
Person Specification
Development Officer (Services Team)

You should be able to demonstrate the following attributes, skills and experience. If you don’t feel able to demonstrate these in full straightaway, please let us know (in your personal statement) how you think you would quickly get to this level. We are as much concerned with your personal qualities as with your current skill levels. People who are team focused, friendly and genuinely driven by our work mission is really important to us.

1. Experience:
   • Some experience of winning contracts and funding bids
   • Experience of providing advice and/or consultancy to community sector organisations.

2. Skills
   • A good understanding of community enterprise, community asset development, community contracting, localism and related fields in order to support the development and delivery of a credible and respected consultancy service
   • Ability to work with members, assess needs and develop appropriate services
   • Excellent communication skills (written and verbal).

3. Qualities
   • The ability to inspire and motivate people
   • A commitment to achieving social change
   • Ability to self-start and self-motivate

4. Core Competencies
   • Flexible and able to respond to change
   • Solutions focused with a can do attitude
   • Ambitious, respectful and fearless
   • Good communicator
   • Effective team worker
   • Proficient in the use of modern business technologies.

5. The following are desirable
   • Experience of designing and delivering consultancy services
   • Good team development skills with the ability to deploy staffing resources effectively and profitably
   • Experience of building effective delivery partnerships A track record of successful business development, innovation, management, and delivery

This job description is not an exhaustive list of all the duties and responsibilities and is subject to change in accordance with the needs of Locality.
Locality staff benefits

Locality is an accredited Investors in People employer, and offers a range benefits in addition to a competitive salary:

- A progressing salary scale in 3 increments rising every two years in addition to negotiated cost of living pay increases
- 5 weeks holiday (pro-rata for part time staff)
- 3 grace days between Christmas and New Year
- Pension scheme with enhanced employer contribution
- Employee Assistance Programme (EAP)
- Simply Health Cash Plan
- Interest Free Season Ticket Loan
- Training and development opportunities
- Our Corsham Street office in London has recently been completely refurbished with a newly fitted kitchen, showers and on street bike parking just outside. The new environment offers a range of working styles including communal and standing desks.
- We have flexible ‘agile working’ arrangements for most posts.

….and to be honest, one of the biggest benefits is our team! We are a friendly bunch of people who create a great working environment together and are helping to transform the lives of people across the country.
How to apply

If you’ve got this far, you will already have been to our website! If you want to apply for the job you need to do this via the following link:


In order to apply you need to provide a CV and personal statement. From the website you will be redirected to another page, where you will be asked to complete an equal opportunities monitoring form and then to upload your CV and personal statement. Please note the equal opportunities form will be automatically separated from your application and is only used for monitoring.

We are encouraging applications from people from diverse backgrounds and would love to hear from people from an ethnic minority and people who are disabled. This is part of our strategic commitment to encourage diversity and tackle inequality in our sector.

CV
This should be a brief summary of your education and work history, including an idea of responsibilities and achievements.

Personal statement
This should be a written statement stating your interest in the post and how you think you meet the person specification in this pack. You should take each numbered point of the person specification, one-by-one, and tell us how you meet the points, preferably with examples. If you don’t think you fully meet the criteria tell us how you’d get to that stage quickly.

The personal statement is a key document – without it we will not be able to undertake the shortlisting, so it is really important. It doesn’t have to be long; it shouldn’t be any longer than 4 sides of A4 at the most and you can use bullet points if you wish.

Dates

Closing date for applications: we need to have received your application by 10am on Wednesday 19th June 2019.

Interviews: will be held on Wednesday 3rd July 2019 in Liverpool

Please let us know if you have any access requirements so we can make appropriate adjustments for you to attend an interview.

Information

For an informal conversation about the role please call or email Jeff Scales, our Head of Services (North & Central) on 0782 728 1441 or at jeff.scales@locality.org.uk
Locality is the national membership network supporting community organisations to be strong and successful.

Unlock the power in your community with us

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