**A colorful logo with white text

Description automatically generated**

**A close up of a logo

Description automatically generated**

**Job Description**

**Capacity-Building Manager**

|  |
| --- |
| **Role Information** |
| Job Title: Capacity Building Manager for the LGBTQIA+ Sector  Contract: 3 Years. Extension subject to ongoing funding  Salary: £31,009.98 per annum plus 3% employer pension contribution.  Location: Hybrid working, a combination of working from home, our offices, local travel and regular travel to other parts of Northern Ireland  Hours: Full-time, 35 hours per week  Leave: 37 days per annum, inclusive of 10 days over Christmas and New Year  Probation: 6-month probation period  Pension: Auto-enrolment with NEST Pension Scheme  Line Manager: Reports to Director |

|  |
| --- |
| **Background to role** |
| Cara-Friend is seeking to recruit a dynamic and experienced manager who is passionate about making a difference to the lives of LGBTQIA+ people and is committed to doing that through this strategic role.  As Cara-Friend’s Capacity Building Manager, the successful candidate will have a central role in developing the capacity and resilience of the wider, regional LGBTQIA+ sector.  This is regarded as an invaluable and necessary support and resource building programme for LGBTQIA+ groups across Northern Ireland, with a strong emphasis on rurally based organisations.  Strategically the Capacity and Resilience-building Programme will ensure that smaller, essential LGBTQIA+ organisations, groups and services can play a central role in supporting isolated, excluded and vulnerable LGBTQIA+ people across Northern Ireland  The post-holder will be responsible for the design, development and delivery of the overall capacity building programme, in line with funder requirements and Cara-Friend’s Five-Year Development Strategy.  This is an exciting role as we look to establish a process to offer support to and harness the dedication of organisations engaged in improving the lives of LGBTQIA+ people across Northern Ireland.  We are looking for an individual who fits with the values of Cara-Friend and who is accomplished at building strong relationships and partnerships. The successful applicant will have strong organisational and communication skills as well as knowledge and ideally, experience in delivering and developing an inclusion programme.  If you feel you have the relevant experience and can meet the essential criterial in the job role, we would love to hear from you. We always welcome applications that clearly demonstrate the skills and criteria we need, whether that be in a professional or volunteer capacity.  We appreciate that the best person for the job might not have all the essential and desirable criteria, so if you are unsure whether your skills and experience fit the specification, please contact [admin@cara-friend.org.uk](mailto:admin@cara-friend.org.uk) for an informal conversation prior to applying.  Applicants should bear in mind that this is not only a new position within Cara-Friend, but also forms key element of our new five year organisational development strategy. As such, the successful applicant should be aware that the role may change or develop as the programme requires and may require a flexible approach to this Job Description. |

|  |
| --- |
| **Equality Statement** |
| Cara-Friend embraces and celebrates diversity and equal opportunity for all. The more inclusive we are, the better we can make Northern Ireland for LGBTQIA+ people.  We are committed to building a diverse and inclusive team which leads to better discussion, decision-making and impact. It also better reflects the people and the society we support. We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion/belief and socio-economic status.  We work to ensure that our services are accessible and that there is an inclusive working environment for all staff and volunteers. We support flexible working arrangements and adjustments where needed. |

|  |
| --- |
| **Main Duties** |
| Work with Cara-Friend staff to develop, promote, deliver, monitor and evaluate the Capacity and Resilience Programme for smaller LGBTQIA+ organisations across Northern Ireland  Develop delivery partnerships and frameworks with other providers.  Provide one-to-one support to LGBTQIA+ community groups and organisations.  Ensure that organisational development support is structured and transformational and focused on leadership, governance and quality of services.  Support the development of organisational support offer to meet the needs of small LGBTQIA+ organisations, particular, rural and/or isolated areas of the region.  Use mechanisms to understand the diverse and changing needs of smaller, locally based LGBTQIA+ organisations.  Continuously gather evidence around the needs of local voluntary and grass roots  LGBTQIA+ community groups  Develop, with Cara-Friend’s Director and our Education & Training Manager, a training plan that underpins the support we can offer to organisations.  Ensure that all programmes and engagements have robust monitoring and evaluation in place.  In collaboration with Cara-Friend’s Fundraising & Development Manager, monitor the funding landscape to ensure that relevant funding opportunities from trusts & foundations, public services (national, regional and local) are maximised as well as private/corporate sources.  Ensure all print digital material, social media and communications contain relevant up-to-date toolkits for local organisations to develop policies and procedures and decide on legal structures, organisational policies and practices.  Monitor the external strategic landscape (political, social, environmental, technological) in which Cara-Friend operates to ensure we are aware of central and local government policies which impact on our services and the wider LGBTQIA+ sector.  Lead on building and maintaining relationships with key individuals and groups to build a network of regional partners and allies.  Identify opportunities to develop partnerships and expand the reach of the programme.  Monitor progress and effectiveness of work against the objectives of the Capacity Building Programme.  Provide regular updates and reports to the Director and Board of Cara-Friend on progress of programme.  Produce regular monitoring and evaluation reports in line with funder requirements.  In conjunction with Finance Officer, financial management and responsibility for all elements of the programme.  Deliver on targets as set out in our funding application, as well as those outlined in work.  plan agreed with organisation Director.  Identify and recruit groups to ensure ongoing participation in the programme. |

|  |
| --- |
| Key Priorities: |
| Build the profile and reputation of the Capacity Resilience and Building Programme for LGBTQIA+ groups.  Secure the year-on-year targets and building a strong pipeline for growth.  Support development of an ambitious but achievable programme for growth of the programme  Ensure robust financial management of all project income and expenditure. |
| Responsible Standards: |
| To ensure that our work is of the highest possible quality and that it impacts positively on LGBTQIA+ groups and individuals.  To demonstrate strong management and leadership internally and be recognised as good ambassador externally.  To work in line with the principles, values and standards in community learning and development.  To ensure that all staff, partners, volunteers and stakeholders of Cara-Friend are respected, valued and safe.  To understand and abide by the policies of Cara-Friend including Health and Safety, Equality, Diversity and Inclusion, Human Rights, Confidentiality, and GDPR.  To carry out such other duties as agreed with the Director |

|  |  |  |
| --- | --- | --- |
|  | **Candidate Specification** |  |
|  | **Essential** | **Desirable** |
| **Experience,**  **Knowledge and**  **Expertise** | Experience of project management  Experience of effective people management  Experience of project planning, development, management  and evaluation  Experience of managing effective teams  Engaging presentation and public speaking skills for events  and training  Experience of project planning, evaluation and gathering and  evidencing impact  Financial management and budgetary control  Experience of delivering training | Experience of developing business models  Third sector experience  Professional qualification in leadership and/or social business development.  Knowledge and understanding of human rights approaches Experience of working in diversity & equality or human rights.  Experience of generating income through a social enterprise/business. Experience of developing similar programmes.  Knowledge of the LGBTQIA+ sector locally |

|  |  |  |
| --- | --- | --- |
|  | **Critical Personal Attributes** | |
| **Delivering results** | | Works in a values-led way  Maintains the highest personal and professional standards.  Ability to focus staff and resources on the delivery of objectives and key outcomes.  Excellent project management skills, including the ability to work with several outcomes and stakeholders.  Conscientious approach to meeting deadlines and delivery of work to meet the needs of supporters and other stakeholders.  Effectively working with the wider organisational team Ability to adapt positively to change, solve problems and take on new challenges. |
| **Personal effectiveness** | | Excellent interpersonal skills including written and presentation skills.  Excellent organisation skills with a keen eye for detail  Ability to articulately and confidently communicate with others to convey key messages.  Ability to build effective relationships with colleagues, funders and external stakeholders.  Comfortable and able to deal with challenging situations in a professional and positive manner.  Ability to reflect on own practice and learn from own experiences and those of others.  Ability to motivate and empower others.  Ability and resilience to deal with high pressured workload and competing demands |
| **LGBTQIA+ Focussed** | | A respect for LGBTQIA+ people and concerns/issues  Awareness of the issues which can affect LGBTQIA+ peoples’ lives.  Awareness and commitment to the inclusion of LGBTQIA+ peoples’ voices  Ability to work with supporters to match their needs to the needs of the organisation |
| **Working Practices** | | Able and willing to travel across Northern Ireland to deliver work.  Ability to work digitally and run training in a digital format. Ability to work flexible hours (including evenings), with a time off in lieu (TOIL) system.  Actively seeks out opportunities to continually improve performance.  Commitment to individual rights, equality, and anti-discriminatory practice |

|  |  |
| --- | --- |
| **Person Specification** |  |
| **Code:**  S – Assessed as part of application shortlisting  A – Assessed at interview  I – Assessed as part of interview questions. |  |
|  | Code |
| **Qualifications & experience**  3 years+ experience of delivering development work in the voluntary, community or statutory sector.  Strong track record of bidding for VCS-led contracts including to public bodies or developing business plans.  Experience of co-production and/or the co-design of services.  Experience of developing partnerships in the VCSE  Experience of working with both large VCSE and small community organisations.  Experience of delivering training | S/I  S/I  S  S/I  S/I  S/I |
| **Knowledge**  An understanding of the issues faced by small voluntary sector organisations, including those led by volunteers.  A good understanding of health inequalities and their impact, including the wider determinants of health.  Knowledge of best practice and approaches to capacity building and organisational development within the voluntary and community sector (desirable).  Understanding of the Health and Social Care strategic landscape and the pressures facing the Health and Social Care system  Knowledge of the range of services provided by the voluntary and community sector.  An understanding of contract management and approaches to managing performance (desirable). | S/I  S/I  S  S  S  S/I |
| **Skills**  Excellent interpersonal and communication skills, with the ability to communicate (using different methods) confidently and effectively with people from a wide range of backgrounds and sectors.  Excellent skills in business planning or bid writing.  Excellent IT skills with experience of using databases.  Excellent organisation skills with the ability to prioritise and manage a varied programme of work.  Strong interpersonal skills, ability to work collaboratively and resolve differences in partnership working.  Ability to communicate potentially complex information in an effective and clear style.  Problem-solving skills, with the ability to think creatively to identify solutions. | S/I  S/A  S  S/I  S/I  I  I |
| **General requirements**  Able to work independently with minimal supervision.  Be pro-active in their approach and deliver work to a high standard.  Operate in accordance with the strategic aims, mission and core values of Cara-Friend. | S/I  I  I |