



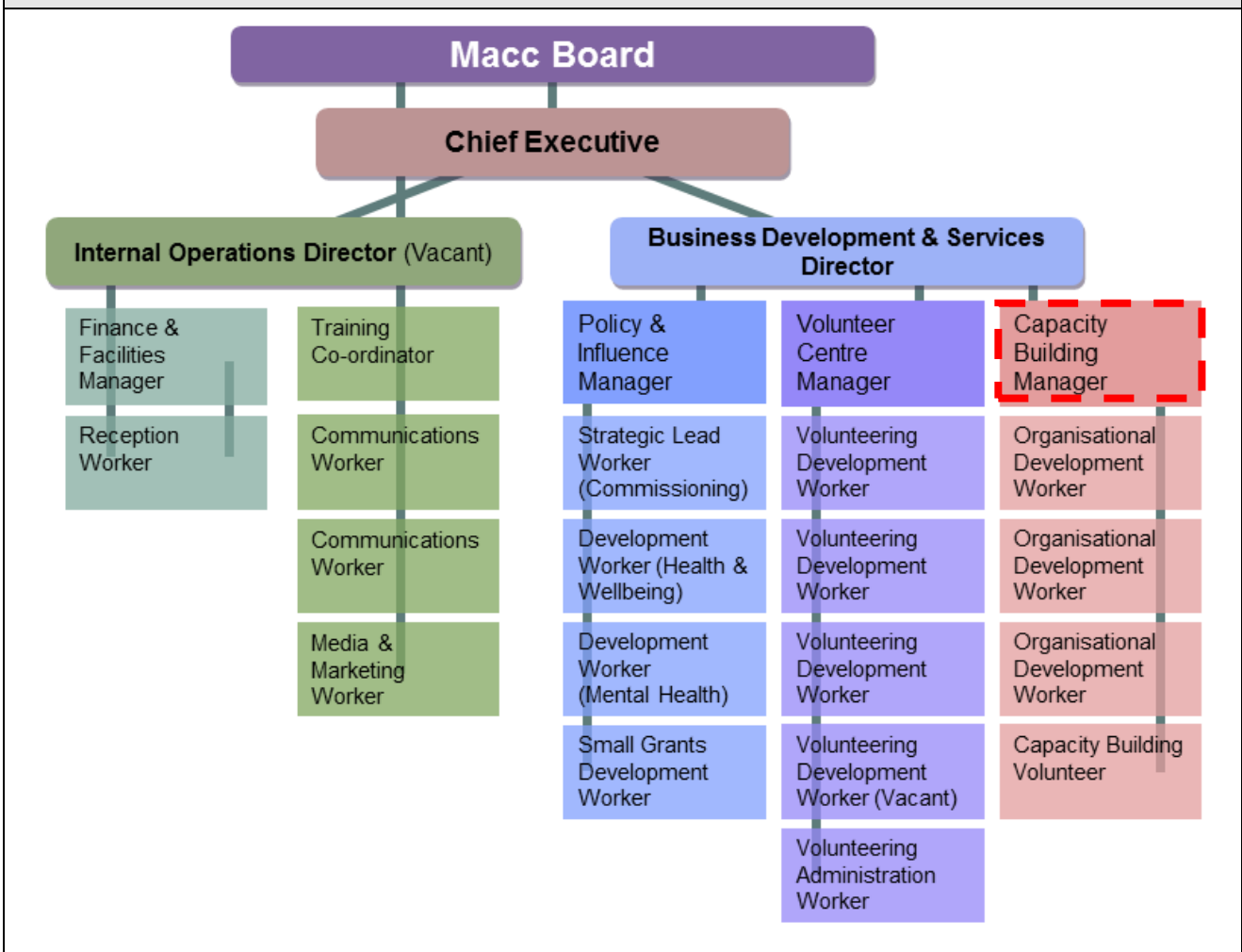
# Job Description: Capacity Building Manager

<b>Salary</b>	£28,922 - £29,528
<b>Hours</b>	35 per week
<b>Location</b>	Macc office
<b>Contract</b>	Permanent, contract subject to funding.
<b>Responsible to</b>	Business Development and Services Director
<b>Number of Job Holders</b>	1

## Purpose of the Role

The postholder has responsibility for the day to day management of Macc's business improvement support services and related activities to build the capacity and sustainability of local voluntary and community sector groups in improving outcomes for local people. The post holder also has responsibility for developing and managing a range of income generation initiatives and services.

## Organisational Position



<b>Accountable for</b>	
○ Business Improvement Services	○ Information Support & Online Resources
○ Income Generation Services	○ Approved Supplier List

<b>Role of the Team</b>	
To support to voluntary and community sector groups in strengthening their organisations by offering assistance on best practice in governance, funding strategies, planning service provision, grant applications & tenders and workforce development.	
<b>Line Management Responsibilities</b>	<ul style="list-style-type: none"> <li>○ 3 Organisation Development Workers (2 x FT, 1 x PT)</li> <li>○ Capacity Building Volunteers (currently x1)</li> </ul>

<b>Key Objectives</b>	<b>Task</b>
To build the capacity and capabilities within local voluntary and community groups in improving the outcomes of local people.	<ul style="list-style-type: none"> <li>○ Ensure the delivery of support services to local voluntary and community sector organisations including assistance with: <ul style="list-style-type: none"> <li>○ identifying and bidding for appropriate sources and types of funding (including grants and contract opportunities)</li> <li>○ developing constitutions and governance structures, business/project plans and in developing and implementing funding strategies</li> <li>○ developing internal policies and quality systems</li> </ul> </li> <li>○ Maintain the development of assessment tools and other resources relevant to the business improvement needs of small and medium sized voluntary sector organisations.</li> <li>○ Ensure that relevant and timely information of use to local voluntary and community sector organisations is researched and made widely available, including sources and types of funding, changes to relevant policies and charity legislation</li> <li>○ Ensure the team's contribution to the provision of relevant, timely and accessible information and resources for Macc's members through websites, newsletters, meetings and events.</li> </ul>
To lead, manage and motivate staff and relevant external delivery partners.	<ul style="list-style-type: none"> <li>○ Set key performance indicators for delivery of services and establish processes to capture them and produce reports.</li> <li>○ Maintain individual workplans including performance targets for members of the Capacity Building Team and offer appropriate support and supervision.</li> <li>○ Allocate incoming enquiries and support requests from voluntary and community groups.</li> <li>○ Provide support in resolving casework issues, barriers to progress and disputes.</li> <li>○ Work with the Organisation Development Workers to manage a budget for procuring support services for groups.</li> <li>○ Manage relationships for support services from a range of sources or to create other solutions to increase the availability and relevance of capacity building support for local groups.</li> <li>○ Ensure that systems, practices and working cultures operate across all teams and are informed by learning from all parts of</li> </ul>

	<p>the organisation.</p> <ul style="list-style-type: none"> <li>○ Contribute to maintaining capacity across all teams in Macc and support collaboration between staff and partner organisations.</li> </ul>
<p>To ensure the capacity building service and related activities are valued and trusted by Macc's members and partners.</p>	<ul style="list-style-type: none"> <li>○ Ensure partners, members, funders and other stakeholders are familiar with the service and know how to access support or make referrals.</li> <li>○ Lead the development of policy and best practice within the Capacity Building service, maintaining the Capacity Building Service Handbook as a repository of procedures, learning and performance standards.</li> <li>○ Promote a culture of high quality and achievement by vigorously managing the Capacity Building service against targets and identifying and implementing improvements in service levels and efficiency.</li> <li>○ Implement quality assurance and performance monitoring systems incorporated into daily practice.</li> <li>○ Ensure that the work of the Capacity Building team remains in line with the contractual targets, outputs and outcomes and that the service is delivered on time and on budget in line with operational plans.</li> <li>○ Work with the Finance and Facilities Manager and the Business Development and Services Director to manage the budget for business improvement support services and related activities, identifying any potential risks, deficits and need for additional resources.</li> </ul>
<p>To ensure delivery and impact are monitored and reports prepared for trustees, members and funders.</p>	<ul style="list-style-type: none"> <li>○ Manage the contractual and organisational monitoring and evaluation processes for the Capacity Building service and Macc as required.</li> <li>○ Support the Strategic Management Team in producing timely and accurate reports to the Board of Trustees and funders e.g. Manchester City Council.</li> <li>○ Ensure all team members are aware of their roles and responsibilities in contributing to monitoring and evaluation.</li> </ul>
<p>To ensure the ongoing development and sustainability of Macc's capacity building services.</p>	<ul style="list-style-type: none"> <li>○ Work with the Finance and Facilities Manager, to establish the budget and monitor the expenditure of the capacity building cost centre.</li> <li>○ Support the Business Development and Services Director in seeking to sustain and develop the service through funding opportunities and ways of generating income from the service.</li> <li>○ Identify, develop and manage new income generation services and initiatives within the Capacity Building Team.</li> </ul>
<p>To ensure that Macc operates full legal compliance and best practice in all aspects of the organisation.</p>	<ul style="list-style-type: none"> <li>○ Liaise with the Internal Operations Director on issues regarding HR, staff welfare and development.</li> <li>○ Ensure that all service delivery processes and procedures remain fully compliant with all relevant regulations and good practice.</li> </ul>

<p>To ensure that Macc remains policy-driven and supports a strong campaigning voice for the local voluntary and community sector</p>	<ul style="list-style-type: none"> <li>○ Collaborate with the Policy and Influence Manager and Volunteer Centre Manager in identifying trends, opportunities and policy issues arising from the work of all teams across Macc.</li> <li>○ Promote within the team a cross-cutting view of issues such as equal opportunities, health, crime, education and the needs of unacknowledged and emerging communities.</li> </ul>
<p>To ensure Macc has a visible profile in the city of Manchester and communicates effectively with its members, users and other external stakeholders.</p>	<ul style="list-style-type: none"> <li>○ Contribute to the development and implementation of a Communications and Promotions Strategy for Macc and ensure the implementation of key messages and house style in all communications, design and publicity work.</li> <li>○ Ensure feedback from members, users, funders and other stakeholders is regularly collated and presented to the Strategic Management Team for discussion and action.</li> <li>○ Contribute to the production of the Annual Report to members and stakeholders demonstrating Macc's achievements and impacts.</li> </ul>
<p>To ensure appropriate information storage and retrieval systems within Macc and compliance Data Protection legislation.</p>	<ul style="list-style-type: none"> <li>○ Ensure that the contact and casework database is updated on a regular basis and to contribute to the development of the database as an effective resource for the charity.</li> <li>○ Contribute to the implementation of systems to share and publish appropriate data of Macc's work following principles of Freedom of Information and Open Data, enabling Macc to lead by example in accountability and transparency.</li> </ul>

<p><b>Equipment &amp; Systems</b></p>	
<ul style="list-style-type: none"> <li>• Equipment: general office equipment including personal computer, telephone and photocopier. Occasional use of presentation equipment.</li> <li>• Systems: Outlook email, Internet (IE / Firefox), Word, Excel, Powerpoint. Website systems including civiCRM and ORCA database.</li> </ul>	

<p><b>Partner &amp; Supplier Relationships</b></p>	
<p>The Capacity Building Manager is involved with maintaining a number of key relationships with Macc's delivery partners and suppliers. Suppliers of goods or services to Macc.</p> <ul style="list-style-type: none"> <li>• Local organisations referring to the service including councillors, public sector officers and staff from other voluntary and community organisations</li> </ul> <p>This will include sensitive/confidential information, an ability to negotiate with others on a formal and informal basis and the ability to challenge poor delivery where necessary.</p>	

<p><b>Decision Making &amp; Judgements</b></p>	
<p>As a management role this post requires an ability to assess the allocation of resources and the resolution of any disputes which arise with users of the services or with delivery partners. Specific details of decision making authority are set out in the Macc Scheme of Delegation.</p>	

### **Assignment & Review of Work**

The Capacity Building Manager works to the Business Development and Services Director with the bulk of the work generated by the objectives and priorities established in the Strategic and Operational Plans including targets set out in delivery contracts. The Business Development and Services Director will give a yearly appraisal and regular formal supervision.

### **General**

- To uphold and promote the values of Macc as expressed in the Macc Statement of Purpose Beliefs and Values
- To work as a member of Macc team, participate constructively in meetings and other shared working as requested and contribute to the development of policy and good practice within Macc.
- To share responsibility for responding to general enquires and administration.
- To work in accordance with the policies of Macc as set out in the Macc Staff Handbook which sets out policies and procedures set out in respect of all aspects of the organisation including Health and Safety, Confidentiality and Data Protection, Sustainability and Equal Opportunities Statement and other areas.
- To undertake training as required.
- To work flexibly to carry out the above duties and any other duties commensurate with the responsibilities of the post which may reasonably be required.