



Job Description and Person Specification

Job Details

Job Title:	Programme Development Manager
Job Location:	The Upper Norwood Library Hub and in the community
Reporting to:	Hub Directors
Hours of Work:	21 hours. Flexible. Some evenings and weekends will be required. This is a fixed term contract that will run through to June 2018.
Annual Salary:	£24,000 - 27,000 pa pro rata

About the Upper Norwood Library Hub

The Upper Norwood Library Hub came into community ownership in July 2016. Located in the heart of Crystal Palace, the Hub is a social enterprise providing cultural, learning and educational space. The Hub offers an extensive range of events, courses, activities and an outreach programme that run alongside its library lending service provided by Lambeth council. Applicants will not need prior experience in working in, or managing, a library but must be sympathetic to the principles of a community space that includes a library.

Entrepreneurial by nature, we believe in pushing the boundaries of what a library should offer, and are constantly looking for new opportunities to develop all aspects of our business. This is a unique opportunity to join a fast moving, rapidly growing community-rooted organisation, helping to shape and deliver our programme of community focused activities.

Purpose of the post

The Programme Development Manager will support the Hub Directors to develop and deliver community projects for the Upper Norwood Library Hub. The Manager will

- Develop partnerships with key stakeholders to identify opportunities to support the learning and cultural needs of local residents
- Develop programmes and activities for the local community and support the Hub Directors to fundraise and generate income to make these happen
- Oversee the delivery of all community focused programmes
- Coordinate and oversee our volunteering programme

You will be committed to supporting local residents of all ages to enhance their learning and develop new life skills. You will be prepared to take an entrepreneurial and dynamic approach to developing our new kind of community learning hub and to work with our energetic team to drive an innovative learning model.

Main duties and responsibilities:

Develop partnerships with key stakeholders to identify opportunities to support the learning and cultural needs of local residents. You will

- Identify, make contact with and establish regular dialogue and relationships with local residents and businesses, community groups and organisations, including under-represented groups in the community to undertake and develop community learning activities to address local need. This may include, but is not limited to, GP surgeries, local businesses, community organisations, other local library hubs, local schools and colleges and local business networks
- Capture and bring back into the library hub insights, learning, case studies, gaps including required services and barriers for local residents accessing

Develop programmes and activities for the local community. You will

- Work with local groups, businesses and organisations to design new services that meet local need
- Support the Hub Directors to identify funding or source other income generating options for community based projects and activities, and to identify opportunities for new business streams for the Library Hub through wide stakeholder engagement

Oversee the delivery of all community focused programmes. You will

- Promote and share our programmes and services in the community, ensuring easy and effective access to opportunities in the library hub, through outreach with key stakeholder groups, social media and other communication channels
- Co-ordinate delivery of all programme targets, Key Performance Indicators, milestones and programme outputs for funders
- Work with the Hub Manager to schedule events and activities in the Hub
- Source associates or consultants for specific project delivery e.g. tutors for ESOL workshops

Co-ordinate and oversee our volunteering programme. You will

- Promote volunteering opportunities within the Hub
- Induct new volunteers
- Supervise existing volunteers and co-ordinate volunteer contributions to programme delivery

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

General requirements:

- Adhere to the Upper Norwood Library Trust's guidelines, policies and procedures
- Contribute to the overall ethos/work/aims of the organisation
- Participate in training, other learning activities and performance development as required
- Take part in the Trust's performance management system
- Participate in and contribute to team meetings
- Contribute to the evaluation and development of administrative services
- Take personal responsibility for safety as outlined in the Health and Safety at Work Act 1974
- Commitment to Equality and Diversity
- Support the Hub Directors on various project activities as appropriate/relevant
- All information concerning staff and all other stakeholders must be held in the strictest confidence and must not be divulged to any unauthorised person at any time, unless to do

so is in the best interests of the individual. In this instance the post holder should be appropriately advised by a Hub Director

- Comply with the requirements of the Data Protection Act 1984 and the Computer Misuse Act 1990
- The Trust has implemented a No Smoking Policy which applies to all staff

Person Specification

Qualification	Essential	Desirable
Educated to degree level or equivalent		x
Project management qualification		x
Experience		
Experience of community organising or community engagement either in a voluntary or paid capacity	x	
Experience of developing community learning and outreach activities/projects	x	
Experience of co-ordinating programme/project delivery within a community setting, to include monitoring performance against targets	x	
Experience in volunteer support or management either in a voluntary or paid capacity	x	
Experience of fundraising or supporting income generating activities for community projects		x
Knowledge		
Knowledge of equal opportunities and experience of working with people from a range of backgrounds in a multi-cultural local community	x	
Knowledge of child protection issues and working with vulnerable adults		x
Skills		
Ability to work with people to overcome barriers to engagement and to services, with an awareness of issues facing seldom heard groups and communities	x	
Knowledge of social media including Twitter and Facebook	x	
Ability to communicate clearly, both verbally and in writing, to a diverse range of people, organisations and stakeholders	x	
Ability to work in partnerships with the community, voluntary sector, the statutory sector	x	
Ability to assist and work on multi-agency projects		x
Ability to use MS office (Word, Excel) Internet and email, project management systems and databases	x	
Ability to manage own time to prioritise work and meet deadlines within a complex and wide-ranging programme	x	
Ability to solve problems, think creatively and work independently	x	
Ability to adapt readily and respond constructively to change and be flexible	x	
Ability to achieve set targets and programme outputs	x	