

JOB DESCRIPTION

Job Title: Senior Community Engagement Manager

Department: Support, Policy and Insight

Reporting to: Head of Support Services

PURPOSE OF ROLE:

At Tenovus Cancer Care, we want a future that gives anyone affected by cancer in Wales, the best access to the treatment and support they need so that they can live their best lives.

The Senior Community Engagement Manager will have key responsibilities to lead our newly established community engagement work and will be responsible for the delivery of our Sing with Us choirs across Wales. You will be committed to developing our wider community offer through developing strategic relationships with regional and local stakeholders. They will ensure we are best placed to deliver on our aim to offer an increased range of local engagement options, making it easier for those living with cancer to engage with services on their doorstep.

MAIN DUTIES AND RESPONSIBILITIES

Strategic:

- Alongside the Head of Support Services, oversee the development of our new community engagement programme as part of our Tenovus Cancer Care holistic support service offer.
- Oversee the continued development of our Sing with Us programme so we reach more people affected by cancer through our choirs
- Build and maintain strategic relationships with key regional and local partners and stakeholders to promote the work of Tenovus Cancer Care and its partner collaborations with a view to improving outcomes for people affected by cancer in Wales.
- Alongside the Head of Support Services, ensure alignment and synergy between our Sing with Us service, Community Engagement volunteers and team activity and wider Tenovus Cancer Care services including the policy and insight team.
- Oversee the evaluation around the development of the new community engagement programme to demonstrate the impact to our external funders and Tenovus Cancer Care Board of Trustees.

- Work alongside fundraising colleagues to monitor and apply for external fundraising opportunities with a view to funding the ongoing development of the team across new geographical areas.

Operational:

- Develop and maintain an excellent knowledge of the wide range of services that Tenovus Cancer Care offer and ensure that the Community Engagement and Sing with Us teams work with directorate colleagues to promote the Tenovus Cancer Care support services holistic model of delivery.
- Work with the Cancer Community Engagement Officer to offer an increased range of local engagement options making it easier for those living with cancer to engage with us, and other local organisation who can provide support within their communities.
- Identify key external events e.g. networking events or conferences and work with team to prioritise attendance, maximising opportunities to promote scope and impact of our community engagement activities.
- Develop use of our client management system to ensure we capture data on the delivery of our activities.
- Ensure services are delivered within an agreed evaluation framework with regular and reliable reporting in place.
- Ensure that accurate and timely reports are submitted to the Leadership Team and the Board as appropriate to provide assurance regarding the funding and monitoring of projects.

People Management:

- Effectively manage the overall performance of the Sing with Us and Cancer Community Engagement team ensuring they are working to agreed objectives, delivering outcomes and receiving appropriate training and support.
- Report to senior staff on key areas of progress and impact, ensuring progress on the development of our community engagement programme is being evaluated in line with expectations from our funders.
- Work alongside our People and Fundraising teams to oversee the development of our volunteer community outreach programme ensuring volunteers are trained and feel supported to act as ambassadors for Tenovus Cancer Care.

Financial Management:

- Work alongside the Head of Support Services and our Trust and Foundation team to ensure that the budget for the team is monitored and financial milestones are met in line with requirements for our funders.

Prepared by: Lowri Griffiths

Date Prepared: 15 March 2023

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day-to-day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Degree or minimum five years practical experience in relevant health, social care or social justice field	●	
Experience of working in third sector, social justice or social care organisation	●	
Experience of managing teams within a diverse and multi – disciplinary environment	●	
Experience of developing new service models		●
Experience of planning and delivering a service evaluation programme to demonstrate clearly achieved outcomes	●	
Experience of developing and maintaining strong stakeholder network from a number of statutory, third sector and private sectors	●	
Ability to monitor and effectively manage budgets.	●	
Experience of dealing with complex issues	●	
Experience of working with volunteers	●	
Good understanding of equal opportunities issues and the barriers faced by those affected by cancer.		●
Skills, Aptitudes & Abilities		
Strong and supportive people management skills to successfully manage a multi-faceted and regionally spread team	●	
Strong influencing and stakeholder management skills, with the ability to build strong networks and engage with a range of internal and external stakeholders	●	
Computer literate with Outlook, Word, Excel and PowerPoint.	●	
Advanced IT, database and data insights skills.		●
Excellent interpersonal and communication skills	●	
Understand issues around working with diverse communities	●	
Ability to manage a range of work objectives, some often with challenging and competing timescales.	●	
A commitment to cross departmental working - recognizing how different areas of work across an organisation fit together.	●	

An ability to motivate, encourage and challenge your colleagues – creating a positive working environment and deal effectively with issues and problems	●	
Ability to communicate in Welsh		●
Able to work flexibly including out of normal office hours.	●	
Legally able to drive in the UK on a full licence	●	