



Recruitment Pack



Position:

Income Generation and Engagement Manager

*"Your help made all the difference and we are extremely grateful.
Thank you for all that you do."*

Referrer – Sheffield Teaching Hospitals





RECRUITMENT INFORMATION PACK

Contents

- Chief Executive's Letter
- Introduction to SCCC
- SCCC Vision, Mission and Values
- Our work
- Vacancy Advertisement
- Application Process
- Job Description
- Person Specification



23 August 2021

Dear Applicant,

Thank you for your interest in this exciting position of Income Generation and Engagement Manager at SCCCC. The successful candidate will have the opportunity to really make a difference and have a positive impact on the lives of many older people. Within this application pack you will find a job description and person specification, as well as information on the Charity and how to apply. I would strongly encourage you to visit our website on <https://scccc.co.uk> and our twitter account @Sheffield4C, to see up to date information on life at SCCCC.

The successful applicant will be assured of a well-considered induction to the Charity and support for your own professional development. We are looking for a person who is fully committed to making a difference, who has energy and determination, and wants to be part of an organisation where the team *'change people's lives'*.

Everyone at SCCCC has a key role in our aim to 'provide a helping hand to older people when they need it most' and our core values of 'Caring, Compassionate, Credible and Committed' are at the centre of all we do. You will join staff and volunteers at the Charity whom referrers and service users unanimously comment on positively, highlighting their professionalism, friendliness and absolute commitment to the older people we serve. We are very much a charity at the heart of the community and as such, staff turnover is very low and relationships extremely positive.

You would be joining SCCCC at a very exciting time in its development. We have seen a significant increase in our work over the last few years and we have aspirations to grow and develop our services even further. Trustees, staff and volunteers share this ambition. Despite this success we continually look for ways of becoming even better and all staff aspire to this. As part of the journey, the Charity has developed a new People Strategy which focuses on looking after our teams even more and creating new opportunities for both staff and volunteers to excel.

We hope that you feel that SCCCC will be the right place for you and you intend to apply for the role. We believe that it is a great place to work and that you will find this role rewarding and enjoyable. We would encourage you to arrange a visit to SCCCC to meet all of the team.

Yours faithfully,

Mark Storey
Chief Executive Officer



GENERAL INFORMATION FOR CANDIDATES

“Your help made all the difference and we are extremely grateful. Thank you for all that you do.”

Referrer – Sheffield Teaching Hospitals

Sheffield Churches' Council for Community Care (SCCCC) is a local charity that co-ordinates a range of integrated services that give older people a helping hand when they need it most.

An ecumenical project - it was set up 55 years ago by members of churches from different denominations across Sheffield. SCCCC thrives on its strong links with the community and enjoys a unique position in the city, working in partnership with the local authority and NHS whilst also being supported by churches from all denominations, people of different faiths, secular groups and voluntary sector organisations across the city for the benefit of older people.

Working closely with the statutory agencies in Sheffield to provide a network of support for mainly older people, their carers and families SCCCC fits comfortably into the wide and complex range of services that support older people in Sheffield today. This combination of flexibility and a genuine willingness to help has meant that SCCCC has enjoyed over 50 years of success.

Most of our work helps older people in their own homes and we can also support them if they are admitted to or discharged from hospital or living in a residential home.

SCCCC delivers its services by working in co-operation with :

- the individuals who use our services
- the carers and families of people we help
- Health and Social Service staff in the hospitals and in the community
- our volunteers across the city
- our partners in the local churches and other voluntary organisations

The type of help offered by SCCCC is varied but always targeted. A dedicated team of SCCCC volunteers and staff are the backbone of this valuable work. In many cases, the support of SCCCC ensures that older people are able to leave hospital sooner. SCCCC staff and volunteers very often play a significant role in helping older people who may have nobody else to turn to for practical or friendly support. This was recognised in 2017 when SCCCC was granted the Queen's Award for Voluntary Service – the highest honour for a volunteer organisation in the UK, carrying the equivalent status of an MBE.

Governed by a Board of Trustees, Sheffield Churches Council for Community Care is funded through its annually agreed core funding from Sheffield City Council and the generosity of supporters.

Please look at our website for further information: <https://scccc.co.uk> As well as our very active twitter page @Sheffield4C. I hope you will consider joining us at this exciting time in our development and see for yourself what is 'special' about SCCCC.



SCCCC

Our Vision

'...where lives are positively transformed, needs are met and loneliness eradicated'

Our Mission

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive innovative services provided to those who need our help.

Our Aims

Our Aims will provide the framework for development and growth over the next 3 years. The aims are:

- a. Increase the number of people we can help – We will continue working with the health, social and wider voluntary sectors to further increase the number of people we can help.
- b. Raise our profile – We will promote and publicise our work in order to raise our profile and attract additional funding to enable the charity to grow its services.
- c. Build our reputation – We will maintain our reputation as a committed, credible, compassionate and caring organisation through ensuring that our staff, volunteers and trustees are well trained and capable.
- d. Be a well run and viable organisation – We will be a well run and viable organisation demonstrating high standards of governance.

Our aims must be the foundation for organisation improvement. Sustained improvement occurs through the dedication and hard work of all stakeholders and a complete and relentless pursuit of excellence. Our journey within SCCC is a real challenge and will require honesty, resilience, collaboration and determination. However, this challenge is reflected back in our vision, mission and values – demonstrating our commitment.

Our Values

Our Values underpin all that we do towards achieving our vision and shape our core business which is the 'business of supporting older people'. The energy and commitment of our staff and volunteers ensures that we are able to do this in the best way possible. Our values are centred around four key themes:

- Committed - We believe in what we do and give our time and energy to doing it
- Credible - We can be trusted to deliver on our promises
- Compassionate - We have empathy with the distress of others and have a desire to relieve it
- Caring - We are concerned for the welfare and wellbeing of older people

These values create a framework for us to work to and are integral to our success in fulfilling our mission and vision. They describe underpinning principles that inform:

- business decisions
- the way the organisation operates
- the capabilities that are promoted, recognised and valued by SCCC



Our work

We currently deliver 4 key projects to older people:

- Good Neighbours Scheme
- Hospital to Home Scheme
- A&E to Home
- Hospital Aftercare

Good Neighbours Scheme

The Good Neighbour Scheme is SCCC's longest running project having started in 1966. The scheme offers a range of services to older people and their carers through volunteers who offer the kind of support a 'Good Neighbour' might give.

The service is provided free of charge with the basic aim of enhancing quality of life and helping to combat loneliness for people over 65 living in Sheffield. Nearly 200 active volunteers help the scheme by providing practical help, friendship and emotional support.

This is an important and sensitive service as many of the people who are referred to the Good Neighbour Scheme have complex health needs and may be housebound. Over the last few years there has been an increasing demand for the service.

Hospital to Home Scheme

This scheme helps with the safe transportation of patients who are medically fit for discharge from hospital to home and from hospital to a designated care home, thereby leaving ambulances free for emergencies and helping to free up beds for those that need them. As part of the scheme we escort the patient into their home, check it is warm and safe, settle the patient in, make a light snack and drink if needed and provide emotional re-assurance before leaving. If any small items of equipment (toileting etc.), temporary key safe, collection and delivery of medication or emergency shopping is needed a referral is made to our other existing services and actioned as a priority. This patient centred approach ensures that an older patient feels comfortable, safe and supported after a stay in hospital and ultimately reduces delayed discharge and the risk of re-admission to hospital.

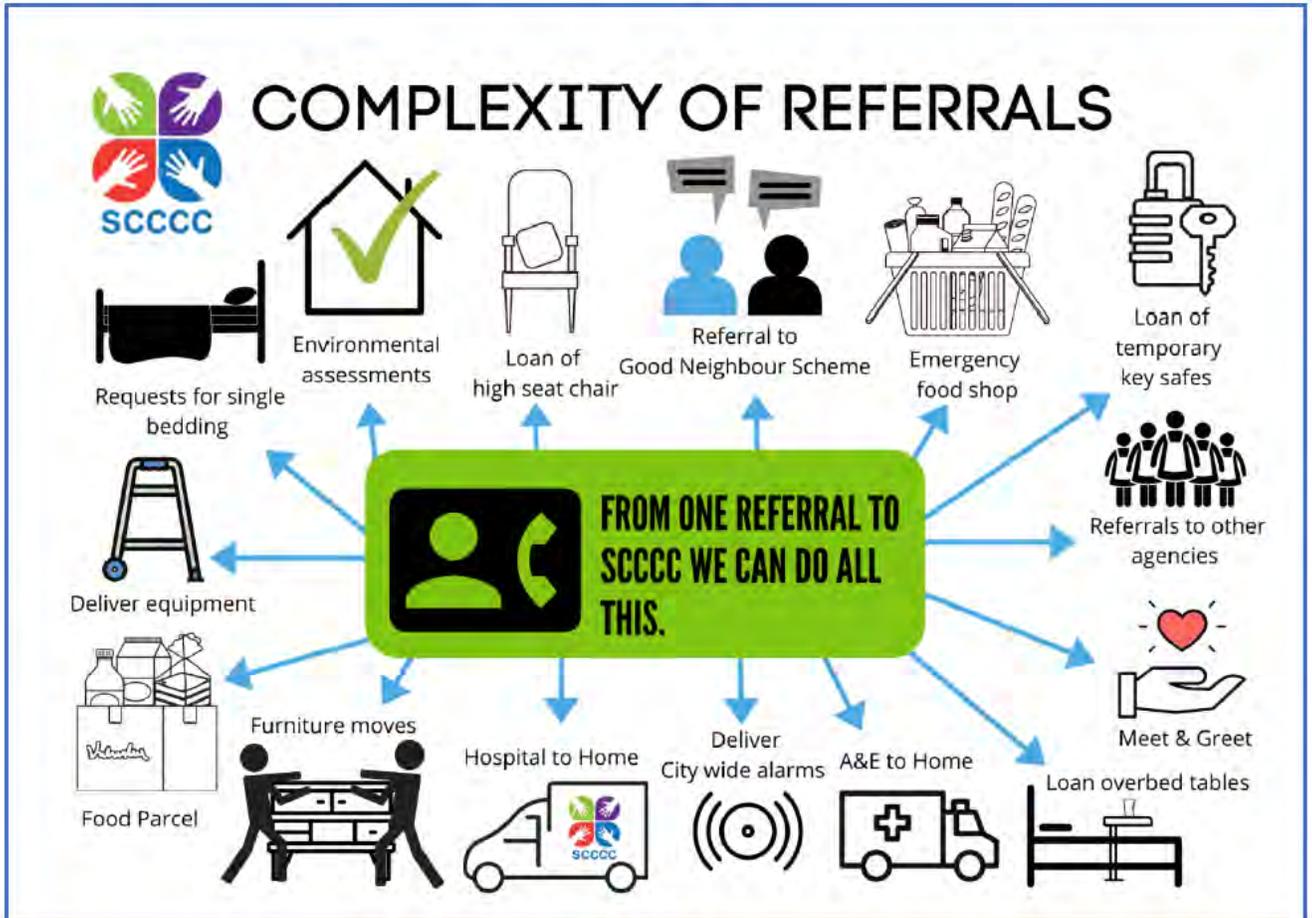
A&E to Home

This service covers the A&E Department at the Northern General Hospital and the Emergency Admission Unit and the Minor Injuries Unit at the Royal Hallamshire Hospital. It is aimed at older people who are taken to the hospital with a minor injury and who are well enough to go home with some support. This service operates between 9am and 9pm, seven days per week - including Bank Holidays

Hospital Aftercare

This project offers short term practical help for older patient on admission to, or discharge from the Northern General Hospital, Royal Hallamshire Hospital, Weston Park Hospital and other healthcare facilities as appropriate. It operates from 8:30am to 6pm daily with a limited service every evening and at weekends.

The diagram below identifies the common referrals that SCCC receive.



The team at SCCC currently carries out about 4,000 referrals a year and volunteers commit nearly 15,000 hours a year to supporting older people in their own homes. The social value of this is well over £2m per year. No matter what, people are always at the heart of everything we do. Our team is dedicated to improving the wellbeing of vulnerable older people and tackling loneliness in the local community. This role will contribute to this.

As our Income Generation and Engagement Manager, the core element of your role will be business development, forging partnerships, and generation of funding. You will be key in writing compelling funding bids, creating business strategies, and building networks to drive the charity forward.

This a unique job vacancy and an opportunity that may not present itself very often. So, if you have the experience we are looking for, then this could well be an exciting opportunity to become our Income Generation and Engagement Manager.



Vacancy Advertisement

Full-time, Income Generation and Engagement Manager, permanent job vacancy, Sheffield, South Yorkshire.

This is a great job opportunity for a candidate with a diverse skill set, experience of bid writing and tendering for contracts to help us grow and develop our growing organisation in the charity sector.

- £32,349 - £38,228 per annum DOE.
- Full-time hours, 35 hours per week.
- Values driven organisation
- Flexible working pattern.
- Fantastic working environment & a genuinely great place to work.
- Training and development opportunities
- Fantastic work life balance
- 25-days holiday + bank holidays (increases with length of service).
- Up to 2 days discretionary leave each year.
- Free parking
- Pension scheme.

About Us & The Role

We are an award-winning Registered Charity with over 50-years' experience in working with agencies across Sheffield to support mainly older adults, their families, and carers. We offer support in their own homes, if they are admitted or discharged from hospital, or living in a Residential Care Home. No matter what, people are always at the heart of everything we do. We have nearly 200 dedicated Volunteers and deliver 4000 jobs per year all with the aim of improving the wellbeing of vulnerable people and tackling loneliness in the local community.

As our Income Generation and Engagement Manager, the core element of your role will be business development, forging partnerships, and generation of funding. You will be key in writing compelling funding bids, creating business strategies, and building networks to drive the charity forward. The main responsibilities of the job will include:

- Being responsible for the development of new projects to improve the quality of life for people in the local area.
- Identifying funding opportunities & working with key contacts.
- Delivering income generation targets.
- Managing the fundraising, marketing & volunteer recruitment team.

Criteria

- Experience of bid/grants writing & track record of securing income generation essential.
- Experience of managing budgets & meeting challenging KPIs essential.
- 2-years' experience in a Supervisory role or relevant qualification.
- Knowledge of care/voluntary/community sector.
- Car Driver essential.

Apply

This is a unique job vacancy and an opportunity that may not present itself very often. So, if you have the experience we are looking for, then this could well be an exciting opportunity to become our Income Generation and Engagement Manager. Send us your CV and we will be in contact to tell you more.



The Application Process

Further details about SCCC can be found on the charity's website: <https://sccc.co.uk> and also the twitter feed @Sheffield4C.

A CV and covering letter detailing how you meet the details set out in the job description and person specification should be forwarded to Rebecca Morris at rebecca@benchmarkrecruit.co.uk

A telephone call will be made to shortlisted candidates, followed by an email detailing the interview process.

If you have not heard from us within 2 weeks of the closing date, please assume your application has been unsuccessful.

Written references will only be sought after interview.

If you have any queries on any aspect of the application process or need additional information, please contact Rebecca Morris at rebecca@benchmarkrecruit.co.uk or on 0114 433 9056

Key dates:

Closing date for receipt of applications: 12th September 2021

Interviews will take place: TBC





Job Description

Job Title:	Income Generation and Engagement Manager
Reports to:	Chief Executive Officer
Responsible for:	Fundraising, Communications and Marketing Team; Engagement Officer; Volunteer Co-ordinators and other future staff/teams as notified.
Salary Rate:	PO2-PO3 (SCCCC Grade)

Background to the Role:

This is an extremely exciting time to join the charity. SCCCC has been providing services for over 50 years and over the past two years has embarked on an exciting period of transformation and growth which has led to an increase in services, the size and reputation of the organisation.

This is a great role for a passionate, ambitious and enthusiastic professional who wants to play a pivotal role in a busy and vibrant team, delivering fundraising and business development activity on behalf of a growing organisation in the charity sector. The successful candidate will be someone who is flexible and target driven, combines thinking and doing and who has a successful record of forging partnerships, developing and improving services and writing compelling funding bids in order to achieve ambitious goals. You will have experience of staff and volunteer management and possess an ability to recognise new opportunities, create business plans, research and analyse data, identify local need and take new ideas to scale. With a great understanding of the needs of older people, you will be a skilled networker building on existing relationships to deliver strategic priorities whilst forming new partnerships for the future.

Purpose of the Job:

This post has 4 main strands:

- To be responsible for the effective development of new projects and initiatives that contribute to improving the quality of life and reducing isolation for older people in Sheffield.
- To proactively identify relevant funding opportunities with organisations, philanthropists, trusts & foundations, working with key contacts to raise the profile of SCCCC.
- To deliver income generation targets.
- To perform line management of the fundraising, marketing and volunteer recruitment team.

Duties and Responsibilities:

(Please note, this job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder).

Income Generation

- Sustaining existing funding for core services
- Take responsibility for the overall achievement of agreed income targets
- Generating new business through contracts, grants, trusts & foundations and by capitalising on new and emerging opportunities
- Submission of bids for major grant funding
- Working closely with the CEO on identifying, applying and securing commissioned and contracted work, and general support of contract management
- Reporting and monitoring on progress towards income generation targets and KPIs - at both Senior Management Team and Board level



- Working closely with colleagues who share a remit on income generation, including the CEO and the Fundraising, Communications and Marketing Officer
- Supporting the CEO on a philanthropy strategy
- Working with the admin team to ensure all income is properly recorded and tracked

Partnerships, Networking and Stewardship

- Managing key partnerships, relationships and stakeholders
- Engaging new corporate partnerships to support service delivery (e.g. short and long term volunteering opportunities) and organisational business development support
- Targeted networking for new business opportunities
- Supporting the Events Strategy to increase income generation
- Working closely with the Registered Manager

Leadership and Management

- Member of, and working with, the Senior Management Team and the Board of Trustees
- Line management of the fundraising, marketing and volunteer recruitment team including undertaking performance management in accordance with SCCCC's policy and procedure

Strategy

- Lead the 'Income Generation Strategy' and other sub-strategies in support of this
- Work closely with the CEO to provide strategic overview and direction for all of the organisation's work
- Work closely with other members of the SMT contributing to the development of the charity's overall strategic plan

General

- To promote equal opportunities at all times, in line with SCCCC's Equal Opportunities, Equality and Diversity policies
- To prioritise personal safety, especially during lone working, in line with SCCCC's Lone Working policy
- Ensure compliance with SCCCC's policies and procedures.
- Motivate and inspire team members
- Lead by setting a good example (role model)
- Help keep the fundraising, marketing and volunteer recruitment team focused and on track
- Recognize and celebrate team and team member accomplishments and exceptional performance
- Publicise the work of SCCCC through all appropriate channels.
- Liaise with new inter agency services being established across the city and assess opportunities for new joint projects in collaboration with the Senior Management Team and other staff.
- Maintain accurate records of work undertaken and produce oral/written reports as required.
- Ensure that appropriate monitoring and evaluation procedures are put in place and used effectively.
- Ensure that expenditure is within team and project budgets.
- Attend the meetings of the organisation and any other meetings as required.
- Attend appropriate training courses to enhance/develop his/her own skills.
- Carry out other duties and relevant tasks consistent with the responsibilities of the post which from time to time may be required as agreed between the postholder and the CEO.
- To participate in the 'on call' cover arrangements.



Person specification

	Essential	Desirable
Qualifications (General education/further and professional)	<ul style="list-style-type: none"> • Educated to a minimum of NVO Level 5 or equivalent 	<ul style="list-style-type: none"> • Management qualification • Qualifications in fundraising / income generation / bid writing • Educated to degree level
Experience (Previous/current work or any other relevant experience)	<ul style="list-style-type: none"> • Minimum 2 years direct supervisory experience • Minimum 2 years experience in a relevant post or organisation. • Experience in managing approved budgets • Track record of securing significant income generation and investment • Experience of identifying new income streams • Experience of working towards challenging KPIs and targets • Experience of bid writing for grants and trusts & foundations • Experience of bidding for commissioned and contract work • Demonstrable experience of securing five figure bids from grants and contracts • Experience of corporate engagement • Demonstrable depth of experience in partnership management 	
Further Training (Specialist/Management previous job training)	<ul style="list-style-type: none"> • Knowledge and understanding of the role of the Voluntary and Community Sector • Knowledge and understanding of the regional and national funding landscape 	<ul style="list-style-type: none"> • Understanding of the role of the Voluntary and Community Sector in the field of Health and Social Care. • Knowledge of health and safety issues
Special Skills/Aptitudes (Verbal, numerical, mechanical)	<ul style="list-style-type: none"> • Understanding of the needs of older people and their families • Committed and highly self-motivated • The ability to work in a self-directed manner, and as part of a team 	<ul style="list-style-type: none"> • Ability to develop and deliver Google AdWords campaigns • Ability to drive web and social media strategies



	<ul style="list-style-type: none"> • Ability to motivate team members in order to ensure jobs are completed • Proven organisational skills and administrative ability, capable of meeting deadlines. • Ability to work under pressure • Excellent interpersonal skills both oral and written. • Ability to adhere to an organisation's policies, procedures and instructions • Ability to work effectively with a diverse range of individuals and organisations • Ability to problem solve competently • Computer literacy in dealing with standard MS office packages, including spreadsheets • Ability to perform moving and handling tasks relevant to your job • Ability to relate well to volunteers • High level of professionalism • Strong research and analytical skills • Able to act with integrity and take action if ethics, values or standards are compromised. 	
<p>Other Factors (e.g. car driver/owner)</p>	<ul style="list-style-type: none"> • Car driver/owner with daily access to a vehicle • Willing to work outside office hours (both evenings and weekends) when necessary. • Able to evidence outstanding timekeeping and attendance • Able to display a flexible and adaptable approach to the range of duties required • Ability to take instruction from Line Manager and give instructions to staff • Shares SCCCC's values and ethos, and committed to SCCCC's vision • Non-judgmental approach with a commitment to Equal Opportunities • Ability to maintain confidentiality • Clear Enhanced DBS disclosure check 	