

Recruitment Pack

Partnership Manager



This pack contains the following sections:

AUKLS Background Information	Page 3
About COPSINS	Page 4
How to Apply	Page 5
Job Description	Page 6
Person Specification	Page 8

‘Improving life for older people in Lewisham and Southwark’

Equal Opportunities & Valuing Diversity

Age UK Lewisham & Southwark is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation will not be tolerated.

Privacy Policy

As prospective employees of Age UK Lewisham & Southwark, we think it’s important you know the types of data we process about you.

Please click on the following link to view our Privacy Policy: <https://www.ageuk.org.uk/lewishamandsouthwark/privacy-policy/>

About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs. Our head office is located in the fully accessible Stones End Centre in the heart of Southwark.

Our Purpose and Vision:

To improve the lives of older people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission:

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values:

Our work is shaped by our values:

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims:

Our overall aims and values are reflected in our current strategic aims:

- To deliver services that people want
- To proactively respond to local need
- To maintain and increase the resilience of AUKLS

About the Consortium of Older People's Services in Southwark (COPSINS)

COPSINS is a partnership of six well-established Southwark charities:

- [Age UK Lewisham and Southwark](#)
- [Blackfriars Settlement](#)
- [Link Age Southwark](#)
- [Southwark Carers](#)
- [Southwark Pensioners Centre](#)
- [Time and Talents](#)

Our vision of making Southwark a place where older people thrive has been developed over time by and with the borough's older people. Since 2012 COPSINS has been very effectively working together and with local older people and carers in testing out and demonstrating its effectiveness and readiness to collaboratively deliver a range of services and activities.

How to apply

To apply please complete and submit our application form. Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification. These can be found in the next section of this pack. Please also ensure you complete the equal opportunities monitoring form and Criminal Record declaration

Applications should be returned to us by **9:00am on Monday 23rd March 2020**. Applications received after that time will not normally be considered for short listing. Completed electronic applications must be sent to:

HR@ageuklands.org.uk

ensuring you clearly identify in the email the post you are applying for. Applications sent by post should be marked confidential and for the attention of:

**Human Resources
Age UK Lewisham & Southwark
Stones End Centre
11 Scovell Road
London
SE1 1QQ**

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not short-listed.

Interview Process

Interviews will take place during the **weeks commencing 30th March 2020 and/or 6th April 2020**

If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

Job Description

Post:	Partnership Manager
Salary:	£40,000
Hours:	35
Responsible to:	CEO

Organisational background:

Age UK Lewisham and Southwark (AUKLS) is an independent local charity that exists to improve the lives of older people. AUKLS enjoys an open and participative working environment. We work to our core values of being **supportive, professional** and **person centred**. These are reflected in the way we work with older people, with each other and with our partners. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

AUKLS strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Main Purpose of Role:

This exciting new post will be responsible for Age UK Lewisham and Southwark's (AUKLS) implementation and management of a new contract which seeks to integrate access to Social Care services with a portfolio of community services and activities working with the voluntary sector COPSINS (Consortium of Older People's Services in Southwark) partnership. The COPSINS partners are:

- Age UK Lewisham and Southwark
- Blackfriars Settlement
- Link Age Southwark
- Southwark Carers
- Southwark Pensioners Centre
- Time and Talents

The key roles will be:

- **To provide leadership and management of the new Southwark Older People's and Carers Services Hub and support the COPSINS partners to successfully deliver the Hub contract in line with the funders' requirements and the Service Level Agreements with AUKLS**
- **To contribute to the overall achievement of AUKLS mission and objectives**

1. To provide leadership and management of the new Southwark Older People's and Carers Services Hub and support the COPSINS partners to successfully deliver the Hub contract in line with the funder's requirements and the Service Level Agreements with AUKLS

- 1.1. Lead a strong team and partnership to ensure successful delivery of the new service
- 1.2. Manage the main Hub to ensure that it is effective and successfully meeting service targets
- 1.3. Work with the providers of the sub-Hubs to monitor and support the sub-Hub services to ensure they are effective and successfully meeting their individual service targets

- 1.4. Develop the service to enhance the offer available, making use of best practice models
- 1.5. Maintain good financial control and effective management of staff and resources
- 1.6. Provide strong management to ensure efficient and high quality service delivery that is monitored regularly to ensure compliance with obligations to commissioners and other stakeholders
- 1.7. Provide robust risk control, risk reporting and risk management for the Hub services
- 1.8. Prepare reports required by the AUKLS Senior Management Team, Commissioners and other relevant stakeholders
- 1.9. Maintain accurate and detailed documentation and records as required by regulators, funding bodies and other stakeholders
- 1.10. Lead on the promotion of AUKLS and COPSINS service provision, with emphasis on the Southwark Older People's Hub
- 1.11. Ensure effective social, digital and print media presence, raising awareness of the Hubs service offer and increasing older people's access to services
- 1.12. Ensure COPSINS partners meet regularly and that meetings are serviced and supported, enabling all members to play a full role
- 1.13. Ensure that COPSINS regularly reviews its aims and objectives and works effectively to achieve the delivery of these
- 1.14. Ensure that older people are appropriately consulted, included, understood and supported effectively by AUKLS and COPSINS
- 1.15. Build strong relationships with key stakeholders
- 1.16. Use community mapping and a community asset based approach to enrich and support the COPSINS service offer
- 1.17. Develop strong relationships with multiple partners in relevant sectors to source opportunities to support existing and new services
- 1.18. Ensure COPSINS offers person-centred support, and develops in line with best practice

2. Contribute to the overall achievement of AUKLS mission and objectives

- 2.1. Ensure the values of AUKLS are upheld across the organisation
- 2.2. Provide a supportive working environment to all staff and volunteers
- 2.3. Meet legislative and regulatory requirements
- 2.4. Carry out administrative duties in connection with the post
- 2.5. Provide statistical information in relation to monitoring requirements
- 2.6. Attend supervision, staff and team meetings as requested
- 2.7. To undertake research and contribute to reports
- 2.8. Undertake any other duties as determined by the AUKLS CEO and Trustees

The Job Description is accurate at the time of writing (February 2020) but may be subject change, by agreement with the post holder.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

Competency	Specification	Essential or Desirable
Personal Qualities	<ol style="list-style-type: none"> 1. Drive, energy and enthusiasm 2. Self motivation and the ability to motivate others 3. Good interpersonal skills 4. Good team working skills 5. Commitment to achieving the aims of AUKLS 6. Flexibility, empathy, care for others and confidence 7. Positive attitude to working as part of a highly diverse staff and volunteer work force 8. Positive approach to work demands and change 	<ul style="list-style-type: none"> • E • E • E • E • E • E • E • E
Knowledge and Understanding	<ol style="list-style-type: none"> 9. Knowledge and understanding of the role of the voluntary sector in service delivery 10. Sensitivity and understanding of the cultural and religious needs of the diverse communities served by AUKLS 11. Knowledge and understanding of older people's needs and services 	<ul style="list-style-type: none"> • E • E • E
Skills & Abilities	<ol style="list-style-type: none"> 12. High level influencing and negotiation skills 13. Ability to develop new initiatives and undertake project planning 14. Ability to manage the delivery of complex projects with a range of partners 15. Ability to communicate with people at all organisational levels 16. Excellent verbal and written communication skills 17. Ability to work on own initiative, and manage and prioritise a varied and sometimes heavy work load 18. Ability to work flexibly as circumstances demand and be responsive to change 	<ul style="list-style-type: none"> • E • E • E • E • E • E • E
Experience	<ol style="list-style-type: none"> 19. Experience of effective staff and budget management 20. Experience of working in formal partnerships (including consortia and partnerships between the voluntary and public sectors) 	<ul style="list-style-type: none"> • E • D
Education	<ol style="list-style-type: none"> 21. Educated to degree level 	<ul style="list-style-type: none"> • D

The successful applicant will be required to:

- Travel within Southwark
- Demonstrate they have the right to work in the UK
- The post may be subject to a DBS check (to be confirmed)