**Information for Applicants**

**Policy Officer**

**Hours:** 15 hours per week

**Contract:**  Until end of March 2021 (with option to extend)

**Starting salary:** £21,166—£22,021 per annum, pro rata depending on experience

**Base:** St. Clements House, 2 – 16 Colegate, Norwich, NR3 1BQ

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check Required:** No

**Closing date:** Monday 17th August 2020 12 NOON

**Interview date:** Thursday 3rd September 2020

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.

Please return completed applications to: Julia Creusson, Head of Resources and Facilities

Voluntary Norfolk

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Or by email to: hr@voluntarynorfolk.org.uk

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

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**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities where people work together*

*to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are the lead partner in the Carers Matter Norfolk service and its sister service for Young Carers and Families providing practical and emotional support for Norfolk’s 100,000 unpaid carers. We also lead the Better Together service which addresses the health impacts of loneliness and social isolation. In April 2019 we took over the management of Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. We are one of the main partners in Neighbourhoods that Work, led by Great Yarmouth Borough Council, which works with residents, communities and partners to increase community resilience. In Norwich we run aDigital Inclusion programme which enables residents to develop the skills, capabilities and confidence to access online services, support and activities. We have recently been awarded funding to lead another partnership in Great Yarmouth, *Freshly Greated, which* aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. As part of the Norfolk Community College they offer 1-2-1 mentoring, training, volunteering and work placements, as well as specialist support and advice around wellbeing, debt and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 70, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £2million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald, Chief Strategy Officer and Executive Board Director of Flagship Group.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ.

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)



**Voluntary Norfolk**

**Job Description**

**Title:** Policy Officer (15 hours per week)

**Reporting to:** The Chief Executive

**Main Relationships:** The post holder will need to liaise closely with senior and operational managers.

**The Role and Key Functions**

1. The post holder will be responsible for drafting and updating policies using internal and external sources of expertise for submission to the Policy Sub-group of Voluntary Norfolk according to the agreed schedule of work.
2. To maintain the “staff handbook” held on the policy drive for new and updated policies and procedures once these have been signed off by the relevant group.
3. To ensure that senior managers are informed of new policies and procedures and expectations for informing their teams.
4. To update the risk register as instructed by the Senior Management Team.

**Duties and Responsibilities**

* To be able to evidence Voluntary Norfolk’s values at all times, which underpin our vision and mission by ensuring that you:
	+ listen
	+ collaborate
	+ innovate
	+ celebrate diversity
	+ care
* Work within the governance framework and schedule for policy development.
* Develop effective working relationships with the SMT, particularly the Policy Sub-Group, to ensure collaborative team work and effective liaison with colleagues
* Using sources of expertise both within the organisation and external to the organisation provide draft policy updates / policies and procedures, liaising with the policy lead as identified on each policy, for the Policy Sub-Group for consideration and sign off
* To ensure that draft policies are compliant with the latest regulatory, good practice and commissioner requirements through consultation with ACAS, the Charity Commission, NCVO and appropriate staff within Voluntary Norfolk.
* To identify links with other policies/ procedures, ensure these correspond and cross-reference these
* Circulate to the Policy Sub-Group all Policies requiring review prior to each bi-monthly meeting.
* To organise and provide administration for Policy Sub-Group meetings.
* To reach an agreement with the Policy Sub-Group on actions required for all staff once the policy is finalised – such as training, instructing staff to read the new policy, changes to work practises etc.
* Ensure the Board of Trustees receive copies of those Policies requiring Board approval, following approval by the Policy Sub-Group
* To implement any changes required by Board
* To keep the staff handbook updated with newly adopted policies and procedures
* To maintain the staff handbook, ensuring that the policies and procedures are kept in an accessible format
* To notify SMT and service managers of policy and procedural changes, ensuring that they inform all staff of the changes and make explicit any actions required, such as additional training.
* To update the policy schedule and Governance framework as policies are amended and adopted
* Maintain the risk register in response to feedback from the senior management team and prepare updated risk register and report for the Board of Trustees

**All Voluntary Norfolk post holders are responsible for:**

Working to the policies of Voluntary Norfolk.

Promoting equal opportunities and respecting diversity within all aspects of their work.

Complying with Health and Safety Regulations.

Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive

PERSON SPECIFICATION

Policy Officer

(Essential / Desirable)

The person appointed to this post would normally be expected to meet the following

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| --- | --- |
| **Experience and Qualifications** |  |
| * Educated to A -level standard
 | E |
| * Experience of administrative support to senior colleagues and working groups
 | E |
| * Experience of writing policies and procedures
 | D |
| * Experience of human resources administration
 | D |
| **Skills & Knowledge** |  |
|  |  |
| * Able to demonstrate report writing to a high standard
 | E |
| * Able to manage tasks under pressure
 | E |
| * Able to demonstrate excellent literacy skills
 | E |
| * Understanding of policies and procedures within the work place
 | E |
| * Understanding of workforce development
 | D |
| * Competent with Microsoft word and Excel
 | E |
| * Strong interpersonal skills
 | E |
| * Understanding of the legal framework for policies
 | E |
|  |  |
| **Attributes** |  |
| * Committed to Equal Opportunities
 | E |
| * Ability to work independently and be self-motivated
 | E |
| * Adaptable
 | E |
| * Willingness to collaborate with others
 | E |
| * Problem Solver
 | E |