

Social and Economic Programme Manager

Development

Overview	
Role Purpose	<p>As a Social and Economic Programme Manager you will play a key role in shaping and delivering social and economic change and opportunities for residents and the communities we work in.</p> <p>Programme Managers will deliver enterprise, wellbeing, employment, economic inclusion, youth development and education and skills initiatives in line with the vision and objectives of NHG Regeneration projects .</p>
Responsible for	<p>Develop, lead and manage social economic programmes to deliver the key priorities of Regeneration Business Plans, Social & Economic Strategies, Social Impact Frameworks and Placemaking Strategies</p> <p>Lead on a blended approach to the commissioning of services from external organisations to deliver programme outputs and/or direct delivery of programme outputs</p> <p>Lead on, report against and review Social Impact Frameworks.</p>
Reports to	Head of Social and Economic Regeneration
Line management	Programme Officers (where required)
Date	February 2021

Role relationships	
Internal	<p>Provides specialist expertise to Development team</p> <p>Works collaboratively with the Regeneration Project Management and Communications and Resident Involvement teams</p>
External	<p>Works in partnership with Local Authority Development Partners</p> <p>Develops good relationships with Private sector Development Partners</p> <p>Direct engagement with Community Stakeholders, partner organisations and residents</p> <p>Leads commissioned services</p>

Role accountabilities

- Lead on the delivery of a robust social and economic wellbeing programme that is resident focused and meets or exceeds outputs required to achieve contractual obligations and project KPIs, Regeneration Business Plans, Social & Economic Strategies, Social Impact Frameworks, Neighbourhood Change Frameworks and Placemaking Strategies
- Identify an appropriate range of strategic partners and/or social and economic wellbeing programmes to assist in delivering social economic programme objectives and ensure commissioned services provide value for money to NHG
- Commission and/or directly deliver services to residents in order to meet social and economic programme objectives
- Develop and maintain strong and effective collaborative relationships to ensure a coordinated and cohesive approach to delivery between NHG staff, third party partners, external stakeholders and customers
- Maximise social value opportunities from Regeneration and Development supply chains
- Undertake detailed programme planning, management implementation and evaluation to ensure programmes are delivered to a high standard, on time and to budget, and deliver their anticipated benefits
- Drive out innovative practices including keeping abreast of sector developments, researching new approaches to delivery and embedding good practice among team members
- Report regularly on programme outputs/outcomes/impacts and ensure lessons learnt are fed back into a process of improving programme development
- Establish and nurture partnerships with Community Development Trusts, Social Enterprises and other community organisations/local stakeholders. Building capacity in the community and businesses to be able to deliver local services.
- Work alongside the wider Regeneration Team to contribute to the economic development of the area
- Project manage external service providers and consultants where specific activities and services have been commissioned
- Seek out service delivery partners to deliver programme outputs
- Monitor commissioned projects (and where appropriate to service project commitments and contractual needs. Deliver services directly to residents (where appropriate) ensuring that they are delivered to a consistently high standard. Ensure that data is provided in a timely fashion to assist with timely reporting on outputs/outcomes utilising appropriate software platforms.
- Manage existing commissioned programme contracts and ensure they are retained; that service delivery matches the contract specification and that specialist contracts operate within budget and meet agreed levels of service delivery outcomes
- Deliver against the agreed annual KPIs and scheme budgets set within Regeneration Business Plans, Social & Economic Strategies, Social Impact Frameworks, Neighbourhood Change Frameworks and Placemaking Strategies
- Ensuring value for money services to achieve the desired outcomes and impacts for the social and economic wellbeing targets.
- Support local residents, community groups and local delivery partners in applying

Role accountabilities

for NHG Wellbeing Foundation grants and any other NHG or external grant programmes/funding streams

- Work closely with the wider team to ensure that residents and community stakeholder views are represented in shaping and continuously improving the programme and related services, inc. adopting a data-driven approach

Training and Employment

- Lead programmes to support resident employability and increasing employment and enterprise opportunities for residents.
- Deliver financial inclusion programmes and initiatives that seek to increase financial resilience in residents
- Lead and manage social value programmes that deliver employment, enterprise and apprentice opportunities.
- Work with supply chain partners, including contractors and consultants. Work with Project/Development Managers to ensure contractors deliver against obligations with a focus on increasing diversity in the construction workforce

Children and Young People

- Lead programmes that focus on the development of young people and that support young residents to achieve their goals as part of a universal youth offer that includes cultural and wellbeing activities
- Lead on involvement of children and young people in planning, design, delivery and evaluation of new homes, commercial and community facilities across Regeneration Projects
- Lead on capacity building of community organisations to develop resilient, safe & sustainable local delivery and programmes of activity that encourage the mental physical and emotional wellbeing of young people

Placemaking, Enterprise and Interim Use

- Assist in the delivery of the local Placemaking Strategy for the regeneration insofar as it relates to Social Impact Frameworks, socio economic programmes, enterprise and interim uses.
- Develop an integrated enterprise programme in accordance with local strategies and working with local partners to focus on the delivery of incubator local micro/SME businesses, community-led and commercial businesses through interim uses in order to create alternative routes to employment and to drive out long-term economic benefits including conversion of short term uses to long term commercial tenancies,
- Engage with the Project Management team in the design and planning of new-build employment and community spaces
- Carry out resident and community consultation in order to inform the nature of community-led elements (e.g. interim uses). Work closely with the Project Management team to ensure that any consultation is integrated with new-build development activities (e.g. planning consultation, construction design etc)

General

- Ensure you follow the financial regulations, policies and procedures at NHG.

Role accountabilities

- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.
- Ensure any directly delivered services and commissioned services comply and adhere to safeguarding and GDPR policy and legislation

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. •
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. •
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. •
Management (delete if not needed)	<ul style="list-style-type: none"> • Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills

Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of developing and maintaining strategic partnerships with key stakeholders and potential business partners • Experience of delivering programmes that meet business needs • Working knowledge and strong understanding of social and
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	<p>economic regeneration policy and practice</p> <ul style="list-style-type: none"> • Substantial experience as a youth worker in a number of settings. Good knowledge of youth work theory and practice. Practiced in negotiating, planning, delivering and evaluating youth work projects (Children and Young People only) • Experience at delivering excellent performance against key performance indications and using lead indicators to predict future performance
Skills	<ul style="list-style-type: none"> • Effective IT skills including intermediate MS Office skills • High literacy, numeracy and verbal skills • Ability to generate creative solutions to complex problems in a regeneration environment. • Excellent engagement and communication skills, with experience of presenting to a variety of audiences up to board level.
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Professionally qualified and /or equivalent and/or considerable experience and/or demonstrable ability in social & economic investment

Role requirements	
DBS	<ul style="list-style-type: none"> • Enhanced DBS Disclosure / Basic Disclosure / None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)