



Registered Charity No: 1125679  
Company Registration No: 6599429

## Job Description: Social Value & Projects Manager

**SWAN supports and empowers people to have a voice, by ensuring access to high quality, independent advocacy, support and advice. We believe that everyone has the right to 'Be Heard' & respected, the right to choice in decisions about themselves and the right to be safe.**

SWAN's Social Value & Projects Manager role will be responsible for developing, implementing and overseeing a mixed portfolio of projects across the service areas including the 'Be Heard' Self-Advocacy delivery. They will also be responsible for organisational wide co-production and delivering on our social value commitments.

### Role Overview

The Social Value & Projects Manager is responsible for the development, implementation and delivery of various SWAN wide projects including our flagship 'Be Heard' Self-Advocacy programmes, co-production and organisation wide social value initiatives. The Social Value & Projects Manager will ensure that all projects meet targets and deliver on contract/funding requirements, including providing the data required by commissioners/funders and organisational monitoring. The Social Value & Projects Manager will also contribute to the development of new opportunities and initiatives.

The role requires travel throughout SWAN's service delivery area.

### Reporting to

The Projects Manager reports directly to a Head of Services

### Direct reports

Volunteers

### Duties and responsibilities

- Ensure SWAN meets its social value commitments across all services areas by working with Development and Operational colleagues to plan, implement and deliver these commitments
- Be the central point of contact for all of SWAN's 'Be Heard' self-advocacy delivery, to facilitate best practice and information sharing, peer support and consistency of delivery
- Lead and co-ordinate SWAN's Co-production Working Group
- Collaborate on developing local 'Be Heard' programmes and other social value projects opportunities in consultation with people who use our services and Development and Operational colleagues



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- Lead on the marketing and promotion of all projects. Ensuring 'Be Heard' and other social value projects are well promoted and have stocks of marketing materials, and attending promotional and partnership events
- Work collaboratively with the Volunteer Manager on all projects and initiatives requiring volunteers
- Attend stakeholder meetings, forums and networks as necessary to promote projects work and to look for new opportunities and partnerships
- Ensure accurate recording and reporting of all projects and initiatives data
- Always work to raise the profile of SWAN and communicate and negotiate effectively with a wide range of people, including commissioners, funders, primary care managers and partners
- Adhere to all relevant legislation and organisational policies and procedures in relation to safeguarding.
- Take responsibility, in conjunction with other managers, for developing and embedding the organisation Health and Safety policy, practices and safe systems of work. To act as a role model by demonstrating commitment to safe working practices and challenging unsafe behaviour in a timely manner.
- Perform other duties in line with the needs of the business

**General Information**

The Employee must always carry out his/her responsibilities with due regard to SWAN's policies and procedures in particular; Health & Safety, Financial Authorisation, Confidentiality with regard to the Data Protection Act 2018 and all other relevant regulations.

**Equality, diversity and inclusion are core to our values. In the selection of our staff, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from disabled people.** The Employee must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, suppliers and customers.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the company.

**Job Description Agreement**

Employee's Signature:		Date:	
Line Manager's Signature:		Date:	



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## Person Specification: Social Value and Projects Manager

### Qualifications Required

Continuing professional development in relation to advocacy and project management.

### Experience and Knowledge Needed

Experience and knowledge crucial for the role:

- Experience of developing, implementing and delivering projects
- Experience of working collaboratively with a wide range of stakeholders
- Experience of starting new initiatives
- Mid-level experience of supervising people and resources
- Entrepreneurial approach
- Flexible and able to work on own initiative

### Other

The post is subject to 2 references including one previous employer, evidence of right to work in the UK and an enhanced DBS check.



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### **Skills and Attributes Needed**

Managers are always expected to uphold the organisation's principles and values and to contribute towards building and maintaining a culture of trust and personal responsibility through their behaviours.

The personal attributes needed to succeed in the role and contribute to the organisation's culture are as follows:

#### **Communication skills**

- Ability to adapt communication style depending on audience
- Able to manage group interaction
- Communicates well on a 1-2-1 basis using different questioning and listening skills
- Seeks and interprets information accurately
- Understands instructions.

#### **Decision making**

- Able to makes decisions which are consistent
- Able to consider a variety of alternatives before making a decision
- Takes personal responsibility for all decisions
- Supports collaborative decision making

#### **Influencing others and negotiation**

- Able to convey benefits to a course of action
- Makes positive suggestions to encourage commitment from others

#### **Teamwork**

- Inclusive of others by allowing suggestions for the service, sharing information and solutions
- Encourages team co-operation
- Pro-actively supports others

#### **Personal Responsibility**

- Takes personal responsibility for own performance
- Assumes responsibility for small teams
- Perseveres to achieve individual and team goals

#### **Client Focus**

- Understands and is sensitive to clients' wants and needs
- Able to act on client needs, issues and complaints
- Uses good judgement when dealing with clients
- Monitors and follows up corrective action
- Works to improve client satisfaction
- Encourages others to improve client satisfaction



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### **Business Management**

- Demonstrates commercial understanding
- Awareness of the marketplace and competition
- Able to monitor and manage the performance of others in line with business needs

### **Leadership**

- Sets the right example to others
- Demonstrates empathy to others when faced with difficulties or disappointments
- Personal dedication and passion and belief in the organisation

### **Pro-activity and Planning**

- Ability to plan for self and others
- Able to communicate vision, strategies and plans

### **Managing and Developing People**

- Supports others to develop and to achieve own work goals
- Ability to demonstrate good role model and mentoring skills
- Able to give constructive feedback on performance
- Recognises own development needs

### **Integrity**

- Understands, demonstrates and promotes the values of the organisation
- Supports the aims of the organisation
- Delivers what they promise
- Treats all others with the same respect
- Works ethically and honestly
- Strives for and meets high standards

### **Positive Attitude**

- Enthusiastic and cares about the organisation and its aims
- Takes pride in their role and aims for success
- Actively models positive organisational behaviour
- Creates an environment where positive attitudes can thrive
- Works to overcome obstacles