

3D Voice Project Officer



Job description and Person Specification

Reporting to:	Sobus Chief Executive Officer
Hours:	3 days (22.5 hours) per week, worked flexibly to meet the needs of the organisation and the service. Hours will usually be between 9am – 6pm, with some evening and weekend meetings and events.
Location:	Sobus hubs in Fulham and North Kensington (primarily Dawes Road Hub, SW6), plus extensive outreach work and meetings across Hammersmith & Fulham.
Contract type:	Permanent
Salary:	£30,000 - £34,000 per annum pro rata (dependent on experience)

Introduction

3D Voice aims to tackle the significant underrepresentation of the VCS, particularly BAME led VCS organisations in local service development and engagement opportunities, resulting in a power imbalance, where organisations feel marginalised and unable to influence local decisions and services that impact their clients. Evidence demonstrates that despite a range of initiatives to adjust services to ensure they are equitable for all, we know that many services continue to lack cultural sensitivity, reducing their relevance and attractiveness to those who need them most. Better engagement of residents through local, trusted organisations that are ideally placed to advise, inform and shape local solutions, will result in better outcomes for all.

3D Voice will build BAME VCS leaders' skills, confidence and capacity to be engaged; supporting, uplifting and empowering organisations to participate at a strategic level with statutory bodies, and address VCS apathy and mistrust of statutory sector led engagement opportunities.

3D Voice will also scrutinise and drive improvements in local engagement practices through developing a replicable engagement review and toolkit and a coordinated overview of engagement opportunities.

Role purpose:

- To coordinate the 3D Voice project, including identifying, reaching and engaging with local VCS organisations, with a focus on BAME led organisations who are not currently involved or represented in local engagement opportunities.
- To develop the VCS Engagement Forum as a platform for local engagement opportunities to be considered and explored, supporting and facilitating the direct engagement of VCS representatives in those opportunities
- Alongside Sobus colleagues, to deliver capacity building support to small and emerging BAME Led VCS organisations
- Alongside Sobus colleagues, to explore engagement opportunities with statutory sector partners, and support partners to improve the accessibility of these opportunities
- Alongside Sobus colleagues, to review those engagement opportunities to identify good practice and areas for improvement and to develop an "engagement toolkit"

A time of change

Following the 20-21 Covid-19 pandemic we are assessing how we deliver services, and we will be looking to continue with some of the digital delivery we have been doing since March 2020. We do not want to lose the face-to-face support that we have been accustomed to so all staff will be expected to work in the best way to ensure an efficient and flexible service that meets the needs of those we work with.

The post holder will be expected to contribute to changes in the Sobus offer and working pattern and will be expected to exhibit a flexible approach. The post holder will need to be able to thrive in a changing environment and will be willing to 'muck in' in order to ensure we are delivering a responsive service

Main duties and tasks

- 1.1 To undertake outreach to identify, reach and engage with local VCS organisations, building positive and trust based working relationships, with a focus on BAME led organisations, and those not currently engaged in local involvement opportunities.
- 1.2 To support and encourage organisations to access the services offered by Sobus to build their capacity, resilience and sustainability through 1-2-1 support, resources, training and advice.
- 1.3 To establish and support the Sobus VCS Engagement Forum
- 1.4 In conjunction with Sobus colleagues, to identify possible engagement opportunities for the VCS, and work directly and through the Engagement Forum with statutory sector officers to explore these activities to improve their accessibility to VCS organisations
- 1.5 To develop and deliver an engagement review process and system, working with Sobus colleagues and VCS organisations to review engagement opportunities in order to identify barriers, challenges and good practice, and evidence where the voice of the VCS has been effective.
- 1.6 To analyse and collate information from these reviews to develop an Engagement Toolkit.
- 1.7 To establish and maintain accurate records of 3D Voice, including using our CRM system to register and record the outputs and outcomes of activities and organisations engaged in the service.

2. Other

- 2.1 To participate in Sobus fundraising activities, including contributing to producing high quality, persuasive and successful funding applications
- 2.2 To contribute to Sobus' strategy and business plan and ensuring that this is updated annually.
- 2.3 To carry out any other duties as may be required and in keeping with the level of the post
- 2.4 To implement appropriate organisational policies and in particular the Equal Opportunities and Health and Safety policies
- 2.5 To participate in training and team meetings as required and take up appropriate opportunities for own continued professional development and participate in Sobus appraisal system

Person Specification

Requirement: E: Essential

D: Desirable

Level of skill needed:

- 1 – low level of skills/experience, or experience is/can be 3+ years ago
- 2 – some experience is needed – recent experience desirable
- 3 – good level of recent experience
- 4 – high level of experience and skills

Skills	E/D	Level
Knowledge of the VCS in Hammersmith & Fulham and of the BAME led VCS community	E	3
Experience in community, resident or user engagement.	E	3
Excellent interpersonal skills – able to develop and sustain good working relationships across a variety of communities and organisations	E	3
Statutory sector awareness: experience or knowledge of local authority and/or health services	D	3
Experience and/or understanding of effective project management,	D	2
Experience of fundraising, contributing to effective funding proposals	D	2
Good understanding of creative and digital offers and approaches that can be developed and utilized to shape our service offer.	D	2
Fully self-supporting with strong IT and writing abilities, including social media. Able to quickly acquire the ability to utilize our in-house CRM (database) system.	E	3
Excellent understanding of Health & Safety policy and practice	D	2
Demonstrable experience of applying Diversity, Equality and Inclusion principles to a high and consistent standard	E	4