

February 2019

Dear Applicant,

Thank you for your interest in the post of Alliance Coordinator (AC). Please find enclosed a Recruitment Pack, which contains:

- Job Description and Person Specification
- Application Form (separately attached)
- Guidance Notes for Applicants (separately attached)
- Monitoring Form (separately attached)
- METRO's Equal Opportunities Policy Statement (separately attached)

Please note that CVs will not be considered as part of your application, we will be short-listing from fully filled out application forms only.

The completed application form together with the Monitoring Form should be sent to arrive by no later than 9:00am Friday 22nd March, either:

- By post or hand to Human Resources Officer, METRO, N206 Vox Studios, 1-45 Durham Street, London SE11 5JH
- OR by email to recruitment@metrocharity.org.uk If applying by email, you should include your full name in the message title and your email and attachments must not exceed 5MB in size.

For further information regarding this post please contact Greg Ussher, CEO via email at greg@metrocharity.org.uk

We look forward to hearing from you.

Best wishes,



Dr Greg Ussher
Chief Executive Officer

Alliance Coordinator

TITLE: Alliance Coordinator

HOURS: 28 hours per week

SALARY: £32k pro rata

REPORT TO: Director of Strategy

ACCOUNTABLE TO: CEO

EMPLOYED BY AND BASED AT: METRO Offices

CONTRACT: 4 years

Role Summary

METRO leads a number of alliances and partnerships and requires a dedicated person to coordinate the running and activities of some of these alliances.

The Greenwich Advocacy Partnership (GAP) brings together BLG Mind, Advocacy in Greenwich and GAD to provide statutory advocacy services across the Royal Borough of Greenwich.

The Connecting Communities Alliance (CCA) brings together a diverse range of longstanding Royal Borough of Greenwich (RBG) voluntary sector organisations with the aim of ensuring the maximum possible engagement from its service users of universal mainstream services.

Led by METRO and comprising BLG Mind, GAD, Greenwich MENCAP, Age UK Bromley and Greenwich and Volunteer Centre Greenwich, CCA is founded on five basic principles that determine both the core beliefs of its organisations and its approach to introducing clients to mainstream services.

Co-production, lived experience and person-centred work are at the heart of all of METRO's alliances, and also at the heart of individual projects including out Walnut Support Group (WSG), 50+ Group, and Food Equalities Project (FEP).

METRO is seeking a dedicated and inspiring individual to form, develop and lead these Alliances and projects, to deliver against all performance indicators, to maintain strong relationships with RB Greenwich and to give life to the principles that underpin all the work of these alliances.

This is a new post, with some new work streams, so we are looking for a highly motivated and autonomous person to lead this work.

Key Objectives and Accountabilities:

DUTIES

1. Lead the Greenwich Advocacy Partnership (GAP)
2. Lead the Connecting Communities Alliance (CCA)
3. Using an existing web of support services across the alliances (which include drop-ins, outreach, support groups, peer support, events and specialist information and advice) as access and assessment points determine:
 - a. a client's needs
 - b. whether these needs can be met by mainstream services
 - c. what support is necessary to enable them to access and engage these services.
4. Ensure support and triage is available across alliances at the point of service delivery to determine need and plan clients' access to mainstream services
5. Ensure support for clients to access mainstream services
6. Ensure coherence and unity of service, including monitoring, governance, outreach and publicity.
7. Implement the CCA Client Flowchart
8. Support and provide secretariat to the CC Alliance Executive Group
9. Lead the CC Alliance Operational Group which comprises delivery staff from all partner agencies
10. Work as necessary with the broader voluntary sector across RB Greenwich

11. Build a strong relationship with VCG to facilitate all volunteer engagement with the CC Alliance
12. Develop, implement and review all BASK evaluation and review materials
13. Support METRO identified alliance service users as necessary
14. Line manage the WSG worker
15. Line manage the FEP worker and the Advocacy Coordinator
16. Manage all data collection and dissemination associated with METRO's Alliances.
17. Gather and analyse monitoring information required by the Council
18. Liaise as appropriate with council and NHS services
19. Work closely with the Communications Team to promote the work of the charity and our partners, including providing and producing content for our website, social channels and press releases.
20. Identify trends and develop insights from delivering their work, contributing to and drawing from policy and research

OTHER DUTIES

1. Adhere to METRO policies and procedure at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person Specification

Qualifications and experience	Knowledge, skills and abilities	Essential or desirable	Application form, interview or both	
At least 5 years' management experience in the voluntary sector		Essential	Application Form	1
Experience building and maintaining partnerships		Essential	Application form	2
Experience supervising and line managing staff and volunteers		Essential	Application Form	3
	Understanding of statutory advocacy services	Essential	Application form and interview	4
	Understanding of monitoring and evaluation processes	Essential	Application form and Interview	5
	In depth knowledge of information and advice service and processes	Essential	Application form and Interview	6
	Excellent written and verbal communication skills	Essential	Application form and Interview	7
	Knowledge of equality issues affecting people with protected characteristics	Desirable	Application Form and Interview	8
	Highly developed IT skills including Office 365, Word, Excel etc.	Essential	Application form	9
	Self-motivated – ability to work alone and set own time-limited goals	Essential	Application form and Interview	10