PUBLIC SERVICES MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION
1. Job details

Job title: Public services manager  
Responsible to: Head of policy and public services  
Directorate/ Department/ Team: Public policy and volunteering/ Policy and public services

2. Job purpose

The Public services manager is responsible for developing and delivering NCVO’s public service policy agenda, which includes managing NCVO’s public services training to improve engagement of the voluntary sector in public service delivery. The key focus of this role will be on:

- developing and leading NCVO policy expertise in public service delivery. The post holder will work closely to develop policy with voluntary and community organisations, and wider stakeholders on the NCVO public services advisory group, and communicate these positions to a range of audiences.
- managing training and consultancy on both public services and governance issues. Clients will include staff from the public, private and voluntary sectors.

This role has line management responsibilities for three members of staff, and requires management of HR matters in accordance with NCVO’s HR policies and devolved approach.

3. Dimensions

The post holder has responsibility for:

- initiating and developing NCVO’s policy work on the role of the voluntary sector in transforming public services by service delivery and influencing commissioning decisions.
- managing the production of policy papers and briefings in this area.
- managing NCVO’s capacity building on governance and public service delivery.

The post holder will deliver:

- evidence-based policy recommendations on public service delivery.
- representation of NCVO policy positions to external audiences, including public sector and the media.
- partnership with voluntary, public and private sector organisations engaged in public service delivery, including national departments and local commissioning bodies.

The post holder will offer high level and expert advice to the senior management team and the trustee board on key policy areas.
4. Organisation chart

5. Main accountabilities of the post

1. Identify, monitor and evaluate policy trends across the rapidly changing public services agenda and formulate policy responses or develop new policy positions. Develop effective policy strategy to prioritise actions on these key issues.

2. Explain NCVO’s policy positions to a range of audiences by:
   - providing briefings and presentations to members and others (including the media)
   - preparing submissions for government and other audiences
   - drafting major policy position papers and reports
   - giving speeches and presentations
   - writing speeches for senior staff and trustees.

3. Develop and maintain high-level contacts with members, umbrella bodies and other voluntary organisations, policy institutes, civil servants, government.

4. Engage with NCVO members, in particular the NCVO public service advisory group and others in the voluntary and community sector through social media, e-newsletters and by organising workshops and other events.

5. Line manage relevant staff. Contribute to the management of the team, providing guidance, support and advice to the team on policy issues, programme delivery and NCVO positions.

6. Manage NCVO’s capacity building and training on public service delivery for the voluntary sector.
7. Manage NCVO’s capacity building and training on public service delivery for the public sector through membership of the public services transformation academy.

8. Achieve the set income generation target via training and consultancy delivered by the public services senior officer.

9. Manage NCVO’s capacity building and training on governance for the voluntary sector.

10. Oversee the achievement of the set income generation target via training and consultancy delivered by the governance consultant.

11. Act as an ambassador for NCVO, representing the organisation at external functions and events.

12. Contribute to NCVO’s strategic planning, including identification of risks to the organisation and opportunities.

13. Contribute to the development of team plans, and their ongoing and annual monitoring. Contribute to the evaluation of team achievements through the annual planning and reporting processes.

14. Deputise for the head of policy and public services at both internal and external meetings as needed.

15. Manage HR matters in accordance with NCVO’s HR policies and devolved approach.

16. Manage all work related contacts and projects on NCVO’s CRM system.

6. Work context

Each day, millions of people make a difference to the causes they believe in through voluntary organisations and volunteering.

This thriving voluntary sector and volunteer movement are essential for a better society – especially in times of challenge and change.

That’s why, inspired and empowered by our 12,000 members, NCVO champions the voluntary sector and volunteering. We do this by connecting, representing and supporting voluntary organisations, from the smallest community groups to the largest charities.

The post is located at NCVO’s London office.

The public policy and volunteering department is led by the director of public policy and volunteering. It comprises of the following:
We have a reputation as an authoritative voice for the sector: our robust, actionable policy positions and campaigns are built upon a strong research and evidence base and an engaged membership. We develop and maintain excellent relations with stakeholders in the voluntary sector, business, government and the media to ensure that the sector is represented effectively at the highest levels. Our primary aim is to champion the voluntary sector and volunteering by influencing the external policy environment, both nationally and internationally. We also aim to strengthen voluntary organisations by providing advice and support around areas such as lobbying and campaigning. In short, we’re serious about public policy because we want to help volunteers and voluntary organisations make the biggest difference they can.

The policy and public services team includes the following functions:

- **policy:** this function leads NCVO’s policy work by developing positions, feeding in the views of the sector to government and other stakeholders and responding to policy consultations.
- **public services:** this function leads NCVO’s work on the voluntary sector’s role in the design and delivery of public services, providing practical support and training, and advice and information.
- **cultural commissioning programme:** this function is funded via a grant from the Arts Council. It is the first funded programme that seeks to support arts and cultural organisations engage with strategic commissioning.

The other departments are enterprise and development and planning and resources.

NCVO is an equal opportunities employer and is positive about disabled people.

### 7. Autonomy and decision making

The post holder is expected to initiate and develop policy projects on behalf of NCVO and will be responsible for taking forward key areas of the strategic policy agenda. The post holder will take a leading role in determining policy positions within those areas, providing advice to the senior management team and trustees as appropriate.

The post holder will furthermore oversee the training and capacity-building work within the team, delivered by the public services senior officer and the governance consultant.

The post holder has line management responsibility of: the public services senior officer, a policy officer working in the area of public services, and the governance consultant.
The post holder is expected to contribute to the strategic development and delivery of the policy and public services team’s operational plan through day-to-day activities and by feeding into the planning process, including team discussions and development.

8. Communications

The post holder is required to establish excellent working relationships with key internal and external contacts at all levels in order to promote understanding of NCVO’s policy work and to shape the external public policy agenda.

Internal

The post holder is required to develop and communicate NCVO’s positions on public services to senior managers and other teams within the organisation, through written briefings, electronic communication and face-to-face meetings, as well as writing speeches for senior staff. The post holder is expected to work closely with other teams to ensure that NCVO has a strong and authoritative voice.

External

The post holder will be expected to develop strong working relationships with NCVO members, government, academics and the media. The post holder will:

- write briefings, articles, reports and policy submissions in a style and format appropriate to the intended audiences.
- communicate with individuals from external organisations, including MPs and senior civil servants, in order to present, and explain NCVO’s position and negotiate with others to influence policy change: this will include face-to-face, telephone and email contact.
- inform and engage NCVO members on relevant policy issues through electronic communication (including website and newsletter), making presentations at external meetings organised by NCVO members, planning and organising consultation meetings, seminars and conferences on behalf of NCVO.

9. Main areas of difficulty

- The need to analyse and make recommendations on complex and occasionally conflicting or contradictory issues, ensuring consistency across a range of policy messages and balancing the interests and concerns of diverse stakeholders.
- Challenging income generation targets.
- The need to frequently respond to changing external agendas, often at short notice.
- The need to balance a range of competing priorities across diverse projects.
10. Essential knowledge and skills required

Knowledge

1. Educated to degree level or equivalent demonstrable experience.
2. Knowledge and understanding of the policy issues affecting the voluntary and community sector.
3. Specialist knowledge on public service commissioning, procurement and funding policy and implementation in public services.
4. Specialist knowledge about the role, barriers and opportunities to VCSE public service delivery and engagement with the commissioning cycle at local and national level.
5. Specialist knowledge on health and social care policy, commissioning, procurement, institutions and the role of the VCSE in cross-sector delivery markets.
6. A good understanding of the policy environment, political institutions and the process of government.

Skills

7. Excellent oral communication and interpersonal skills needed to build strong working relationships with individuals at all levels, including with NCVO members, trustees, other voluntary sector umbrella bodies, high-profile contacts in government and politics and other teams across NCVO.
8. Excellent written skills required to draft and edit high-quality written policy products.
9. Identifying, developing and implementing strategy, including risk assessment.
10. Excellent project management skills, including developing and managing projects, related to training and capacity building.
11. Good line management skills, including coaching and motivating staff.
12. Works well both autonomously and as part of a wider team.

Experience

13. Significant experience of policy development in social or economic policy areas at a national level, including high quality written work that has influenced policy outcomes and/or public opinion.
14. Experience of working with government to inform and influence policy development.
15. Experience of presenting and explaining policy positions to external audiences, including the media.

11. General information

To, at all times, adhere to NCVO’s policies on:

- equal opportunities
- diversity and dignity at work
- health and safety
• confidentiality
• no smoking
• environment and sustainability