



Forever Manchester Recruitment Pack

Forever Manchester is all about...

- ∞ Giving everyone the opportunity to be happy.
- ∞ Putting smiles on the faces of our local communities.
- ∞ Supporting local people transforming the lives of others.
- ∞ Bringing local people together to create something special.
- ∞ Caring about those people who care enough to act.
- ∞ Championing local people doing extraordinary things together.

Welcome

Thank you for your interest in applying for the role of Programme Coordinator.

This is the Place.... I'm sure that you will have heard the poem, This is the Place; sadly, made world famous when it was recited by its author Tony Walsh on the steps of Manchester Town Hall following the tragic events that unfolded at the Manchester Arena in 2017.

But did you know that the poem was originally commissioned by Forever Manchester in 2012 to not only capture the right words to explain what Forever Manchester does, but to embody the belief, passion, and enthusiasm that we all felt about the work we do.

If you've never heard it, check it out at: ForeverManchester.com/this-is-the-place-fm

So, if you love this place, its people, its history, its music, its energy and its soul. If you were born here or drawn here, then This is the Place you'll want to work.

We care deeply about our team members, so we make sure our jobs give you real purpose and meaning and that your passions and strengths, work and effort are recognised and rewarded with enthusiasm and loyalty.

We provide a supportive culture and promote mutual respect and trust and we provide continual opportunities to learn, evolve and grow within your role.

We have built a team of people who like each other and care about each other, because we know that we often spend more time with our work colleagues than we do with our own families.

So if this sounds like something you'd like to experience, let's get started.

Inside this pack you will find information about the Programme Coordinator's role and more about our work.

To represent Greater Manchester in all its diversity, our people must reflect our work. At Forever Manchester we are committed to challenging ourselves to be more inclusive and diverse in how we operate. This includes our recruitment experience. We have a series of commitments to help us attract diverse talent and throughout our recruitment process, we will:

- ∞ Ensure a diverse interview panel wherever possible.
- ∞ Provide additional accessibility support for applicants, where requested.
- ∞ Share first-stage interview questions with candidates beforehand.
- ∞ Always advertise the salary for our vacancies.

With my thanks and best of luck with your application.



Nick Massey
CEO, Forever Manchester



Our Purpose

Forever Manchester is the only charity that raises money to fund and support community activity across Greater Manchester.

Our Mission

Helping Local People do
Extraordinary Things Together.

Our People

Our organisation is built on the compassion and expertise of our staff, trustees and volunteers who come from diverse backgrounds, with different skills, experience, and perspective.

Our Behaviours

We aspire to be flexible, enthusiastic, show initiative, have passion, a sense of humour and be a good team player.

About Forever Manchester

Forever Manchester is the only charity that raises money to fund and support community activity across Greater Manchester. We believe that connected communities make stronger, happier communities, so we love any activity that brings people together.

In every neighbourhood across Greater Manchester there are thousands of people involved in community activity. In fact, at any given time there are an unbelievable 20,000 local grassroots projects of varying sizes and interests taking place.

These activities are the lifeblood of our neighbourhoods, they are happening right now on our doorsteps, and they are being run by people who give up their precious time to make our communities happier and safer places to be.

Forever Manchester cares about those people who care enough to act. We champion local people doing extraordinary things together. And when advice, encouragement and funding is needed, Forever Manchester is there to provide a hand up to support them.

Since Forever Manchester was established in 1989 we have delivered over £59 million into local communities. All of the money raised for Forever Manchester is used to fund and support over 1,300 community projects each year. This means we will have supported community activity within one mile of your home or business if it's in Greater Manchester.

Forever Manchester is a charity for people round 'ere, supporting community activity year in and year out. But to do all this great stuff we need to raise money. Thanks to the generosity of companies and individuals, we can create something special right across Greater Manchester, keeping it great.

Join the movement.
Get involved.

ForeverManchester.com

Greater Manchester's Community Foundation

Forever Manchester is part of a global movement of more than 2,000 Community Foundations.

In the UK we are part of UK Community Foundations (UKCF); a national network of 47 community foundations, bringing together people and organisations that want to improve their communities. UKCF is the only national network of charitable funders with a physical presence in every part of the UK.

The community foundation model is place-based. This means that funds are distributed to the local area or region in which the funder is based. Place-based funding works on the principles of community engagement and collaboration.

Its success as a model depends on long-term partnerships, relationship building and being able to leverage local philanthropy to address local problems. Over time community foundations have developed an expert understanding of the issues in an area and how best to deliver funding to tackle them.

For community foundations no place or neighbourhood is "forgotten" or "left behind". Their understanding of need isn't shaped by stereotypes, preconceptions, or assumptions about a locality, rather it is shaped by decades of listening, learning, and living in the places that they operate. Typically, community foundations are independent registered philanthropic charities serving geographically defined area.

Characteristics of a Community Foundation

- ∞ Act as grant-making foundations.
- ∞ Their mission is broadly defined.
- ∞ Serve geographically defined communities.
- ∞ Are supported by a broad range of private as well as public donors and seek philanthropic contributions primarily from inside the community.
- ∞ Are governed by multi-sectoral, local boards reflecting the community.
- ∞ Build capital endowment, which is an important element of sustainability.

Role Profile

Job Title:	Programme Coordinator
Responsible to:	Director of Communities
Hours of work:	21 - 35 hours per week (negotiable)
Location:	Central Manchester (hybrid working available with a minimum of 2 days in the office)
Salary:	£26,000 – £32,000 per annum, dependent upon experience

Overview of the Role

Working with the Director of Communities, the Programme Coordinator will lead on the day-to-day delivery of Forever Manchester funding programmes, associated learning and training, and database maintenance.

Ideally with previous grant and donor management experience (although not essential), you will have a passion for communities and the ability to lead from the front with excellent customer service.

Key Responsibilities

Awards

- ∞ To supervise and support the awards team to manage workload and capacity.
- ∞ Managing the distribution of funds through a number of award programmes, advising applicants, assessing applications, managing panels and gathering feedback.
- ∞ Support the Director of Communities in managing the design, planning and delivery of programmes to comply with contract conditions, fund holder specifications and Forever Manchester aims.
- ∞ Manage positive and supportive relationships with donors and fund holders.
- ∞ Support the awards team with quality assurance of programme documentation.
- ∞ Updating award making processes and policies to ensure continuous improvement of award making systems.
- ∞ Working with the awards team to capture and share facts, statistics and stories to support wider organisational needs.
- ∞ Liaising with community support networks to promote Forever Manchester's work, deliver funding workshops and presentations and develop referral systems for applicants and grantees.
- ∞ Support the awards team to deliver excellent customer service.
- ∞ Working with the marketing team to ensure programmes are appropriately and effectively promoted.

Systems

- ∞ Ensuring information and data on programmes and grantees is updated and accurate through the use of Salesforce and other tools as required.
- ∞ Support the Director of Operations and other members of the team in developing and applying Salesforce processes.
- ∞ Support the production of data and initial analysis from Salesforce to support programme and strategy development.
- ∞ Develop salesforce processes and reports to manage effective award-making.
- ∞ Support the Director of Operations to ensure compliance with GDPR and related legislation.
- ∞ Providing relevant, analytic and comprehensive reporting where required.
- ∞ Liaise with Finance to ensure appropriate payment and other financial fund processes are in place.

General

- ∞ Build and maintain effective working relationships with external stakeholders.
- ∞ Build and maintain excellent internal working relationships.
- ∞ Developing and maintaining your knowledge of local community based and third sector issues.
- ∞ Representing Forever Manchester at community meetings, workshops, and at donor meetings.
- ∞ To represent Forever Manchester at events as required.
- ∞ To undertake similar duties as required.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.

Knowledge, Skills and Experience

Essential

- ∞ Evidence of relationship building in a wide variety of settings.
- ∞ Experience of people management, coaching and mentoring.
- ∞ Evidence of strong interpersonal and listening skills with the ability to communicate effectively with people from a wide range of backgrounds (on the phone, online and in person).
- ∞ Evidence of being able to plan and manage own workload.
- ∞ Self-motivated and able to work on own initiative within a team environment.
- ∞ An understanding of Greater Manchester's voluntary sector, community needs and issues.
- ∞ Use of a wide range of communication skills, including oral, written and presentation.
- ∞ Strong IT skills including the use of Microsoft Office suite.
- ∞ Experience of using Salesforce or similar CRM management platform to manage programmes or projects.

Desirable

- ∞ Experience of designing, developing and administrating funding programmes.
- ∞ Ability to use and develop Salesforce processes in a funding environment.
- ∞ Understanding of the wider voluntary and charity sector.

Personal Qualities

- ∞ An approachable and warm manner together with a supportive and professional attitude.
- ∞ Enthusiastic, flexible and the ability to cope well under pressure and to deadlines.
- ∞ Positive, resilient, and supportive of others.
- ∞ Flexible and a practical, 'can do' attitude.
- ∞ Ability to make consistent decisions, maturity and strength of character.
- ∞ Willingness to innovate with the ability to generate new ideas and bring them to fruition.
- ∞ Commitment to equal opportunities and ability to exercise this in practice.
- ∞ Flexibility around working hours – occasional evening and weekend work may be required.
- ∞ Demonstrate commitment to own personal and/or professional development.
- ∞ Commitment to Forever Manchester's behaviours.

Forever Manchester is proud to be affiliated to and support:



What We Can Offer

At Forever Manchester, we want people to grow and succeed.

Alongside our values, we expect everyone to display the behaviours needed to contribute to our mission and purpose (see 6 behaviours in the diagram right).

In return we seek to offer an inclusive, rewarding, and collaborative environment and a number of benefits.



Key Highlights Include:

Stay and grow

- ∞ 30 days holiday (38 incl. bank holidays) pro rata.
- ∞ Team training and development opportunities.
- ∞ Up to 10% employer match contribution pension scheme.

Keeping healthy

- ∞ Healthcare scheme.*
(access to healthcare services such as Medical Diagnostics, Medical Treatment and Surgery, Physiotherapy, 24/7 GP and Mental Health helplines.)
- ∞ Health Cash plan scheme.*
(cash back for your dental, optical purchases)
- ∞ Flexible working.
- ∞ Up to 3 x 'close-down' days over Christmas.
- ∞ Birthday day off.

Great environment

- ∞ Hybrid working is supported.
- ∞ Monthly full team get togethers in the office.
- ∞ Quarterly staff socials.
- ∞ Rewards platform.*
(e-vouchers, promo codes and pre-discounted websites allowing you to save money instantly at hundreds of top retailers.)
- ∞ Opportunities to engage with our Board of Trustees.

** Upon completion of 6 months' probation*

How to Apply

Please submit your CV and covering letter to recruitment@forevermanchester.com by 1pm Monday 25th September 2023.

Please clearly outline your experience and how you meet the requirements of the role by addressing each point in the 'knowledge, skills and experience' section within your covering letter.

If you do not include a covering letter with your CV, your application will not be considered.

At Forever Manchester, we are committed to ensuring that how we are governed, our team and our partnerships all reflect the true diversity of the communities we support.

Forever Manchester is committed to increasing accessibility for people from diverse backgrounds to join our team. We seek to collect equalities data at the first stage of application so we can analyse and challenge where and how we recruit.

We encourage candidates to complete a diversity monitoring form for this reason. Equalities data is collected and stored separately to applications to adhere to data regulations. We aim to appoint the most suitable candidate at all times, and welcome applications from people from all different backgrounds.

If you are a close contact or family member of any current employees of Forever Manchester, please mention this in your covering letter so that we can ensure that they are not part of any of the decision making processes for this round of recruitment.

Recruitment Timetable

Deadline for Applications:

1pm Monday 25th September 2023

Interview:

w/c 9th October 2023

Please let us know if you will require any special provision because of any disability, should you be called for interview.

Queries

If you have any queries on any aspect of the appointment process, need additional information or would like an informal chat about the role, please contact Rachel Hirst, Director of Communities via email.

recruitment@forevermanchester.com

Thank you for your interest.



Forever Manchester

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ForeverManchester.com



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