



The Trust for Developing Communities

Quality Manager Application Pack

Welcome Letter	2
About TDC	3
Job Description	4
Person Specification	6
Application Process	7



Welcome Letter

Dear Candidate,

Thank you for your interest in taking on such a crucial new role with The Trust for Developing Communities. We work with over 6,000 people each year to tackle inequality in Brighton and Hove, delivering community development, equalities and youth work to create community-led solutions.

Covid has been a challenging time for many and this has led a substantial increase in demand for TDC's work – leading to significant organisational growth in response to need. We now need someone to build on the strong foundations of our existing policy framework to ensure we remain fully compliant with all requirements and are at the cutting edge of best practice.

By taking on this new role of **Quality Manager**, you will be responsible for improving TDC's policies to ensure that they further embed our positive, people-centred culture and our community development values. This will suit a skilled and ambitious professional who will relish the chance to oversee the organisation's accreditation of the Trusted Charity Quality Mark.

This role will be instrumental in enabling TDC to deliver our ambitious, dynamic programme of community-led solutions, as we transform our infrastructure to become a healthier and more integrated organisation.

The ideal candidate will share TDC's community development values and be excited by the opportunity to contribute to a charity that is making a real impact.

You will bring experience of designing and implementing policy frameworks and systems that enable colleagues to work within these in a supported and informed way. You will have insight into how effective policies can enhance delivery and translate into making a real difference in organisational effectiveness and ultimately in tackling inequality in our city.

I am sure that, for the right candidate, this role will offer a fulfilling working opportunity and the chance to make a significant difference to the people of Brighton and Hove, and beyond.

TDC is absolutely committed to achieving greater diversity within our staff team, and we welcome applications from all.

If you feel inspired by this opportunity, then we very much look forward to hearing from you.

Athol Hallé,
Chief Executive,
The Trust for Developing Communities



About TDC

Since TDC's inception in the year 2000, our primary focus has been community development work directly within neighbourhoods experiencing deprivation in Brighton and Hove. We have gone on to develop a broad range of grassroots services supporting young people, excluded communities and older people.

The strong trusting relationships we have built up with communities and partners has enabled us to grow considerably in size and impact over the years. We now employ 60 staff with a turnover of over £1.7 million. Despite our positive impact with excluded communities, there is much more work to be done to reduce the unacceptable health, social and economic inequalities that cast a shadow across our city.

Our Context Brighton and Hove is a uniquely creative and progressive City, which faces many challenges – there are areas where 43% of our children live in poverty and life expectancy is nine years shorter; whilst across the city we have the fourth highest level of suicide in the country and the second highest number of people sleeping on our streets. This is not ok.

Our Vision is for Brighton and Hove to become a city of equality, diversity and inclusion where our communities thrive.

Our Mission is to deliver community-led solutions.

Our Work

Neighbourhood. We deliver community development work in areas of deprivation within the city focused on developing community-led groups. This includes specialist work to support older people.

Youth Work. We deliver two significant youth work contracts for Brighton and Hove City Council in the North and East of the city. Additionally, we deliver individual support to young people around health and well-being and coaching. We also lead the citywide detached youth work programme *Brighton Streets*.

Equalities. We support excluded communities with a range of projects including: social prescribing; mental health support; employability support; training; community learning; community research; and more.

Our Values

Community *“Strong communities are the key to health and happiness!”*

Community-led solutions produce longer lasting and more meaningful change. When we connect people, organisations and communities this maximises our resources and improves our well-being. Together we are greater than the sum of our parts.

Equality *“None of us can truly thrive whilst some of us are in poverty!”*

To address economic, social and health inequalities, we recognise that everyone has different needs and opportunities. It is essential that resources are focused where they are most needed to enable everyone to play their full part – which benefits us all.

Diversity *“Our diversity is our strength!”*

We are enriched by our range of cultures, situations, sexualities, genders, faiths, ages and abilities. This unique blend gives us the experience and perspectives we need to address our city's problems.

Inclusion *“There is no ‘them and us’ only us!”*

We all have something valuable to offer, so when we support people to participate, including our most excluded and vulnerable citizens – everyone gains from this.

Quality Manager - Job Description

Overview

Job Title: Quality Manager

Hours: 15-22 Hours per week (To be agreed)

Salary Scale: £30,416 pro-rata + 6% employer contribution to pension.

Holiday: 25 days a year, plus an extra 3 days at Christmas, and all Bank Holidays. Pro-rata.

Employee Benefits: Flexible working. Employee Assistance Programme. Cycle to Work scheme.

Contract: Initial fixed term to April 2024. Possible extension.

Location: TDC's head office is at Community Base, Brighton. With some home working, as agreed.

Reporting to: Operations Manager

Objective

To be responsible for ensuring that TDC's policies and procedures are legally compliant and adhere to best practice to enable high levels of operational effectiveness.

Principal Responsibilities

Quality

1. **Policy and Procedure Development.** Oversee the process for ensuring that all TDC's policies and procedures are up to date and that they are: legally compliant; aligned with sector-wide best practice; adhere to TDC's community development values; 'owned' by the staff team; and are fully embedded in our work.
2. **Trusted Charity.** Act as the lead for ensuring that TDC gains the externally accredited Trusted Charity Quality mark.
3. **Policy Implementation.** Oversee the process for supporting staff and volunteers to understand and work within TDC's policies and procedures.
4. **GDPR.** Oversee TDC's GDPR processes and policies and facilitate their regular monitoring and updating. Ensuring compliance with safe data collection practices. Manage TDC's data locator record and annual archiving process.
5. **Governance & Risk.** Support the Trustees to perform their governance function as effectively as possible, through supporting Board and Sub-Committees meetings. With the support of the Operation Manager, oversee TDC's Risk Management framework, ensuring compliance with regulatory requirements.
6. **ICT.** Work with the Operations Manager to ensure the organisation's efficient and secure use of Information and Communications Technology.

Quality Manager - Job Description (continued)

Principal Responsibilities

General

7. **Coordination.** Work closely with colleagues to ensure your work combines effectively with TDC's delivery across each department.
 8. **Information Sharing.** Share updates on delivery, challenges, successes, partners, sector news and best-practice methodology with the wider organisation.
 9. **Equal Opportunities.** To implement and promote TDC's Equality and Diversity Policy, ensuring TDC's commitment to equal opportunities and anti-discrimination practice permeates all aspects of our work.
 10. **General.** To undertake all other reasonable tasks as requested by your Line Manager.
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Quality Manager - Person Specification

Essential Skills and Experience

1. **Policy Development.** Experience of leading policy development, compliance and implementation in a charity or similar enterprise.
2. **Organisational Skills.** Excellent organisational skills with experience of delivering administrative functions in a complex and diverse organisation. Exceptional attention to detail.
3. **GDPR.** Knowledge of the legislative framework around application of the requirements of General Data Protection Regulation for charities and experience of developing processes that support an organisation to remain compliant.
4. **Self-motivated and conscientious.** Takes responsibility for completing tasks independently.
5. **Communications.** Excellent written and verbal communication skills and the ability to relate well to a broad range of stakeholders.
6. **Values.** To demonstrate a commitment to TDC's community development values.
7. **Teamwork.** Ability to work as a member of a team with a positive, lively, enthusiastic and flexible approach to the work.
8. **Equal Opportunities.** A commitment to equal opportunities practice.

Desirable Skills and Experience

9. **Quality Standards.** Experience in leading the process for gaining quality standards.
 10. **ICT.** Experience of supporting an organisation's use of Information and Communications Technology – including excellent personal IT skills.
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Application Process

To Apply:

Please email **both** a CV and a Supporting Statement. The Supporting Statement should explain why you are interested in this role with TDC and detail the skills and experience you feel you would bring. The statement should relate directly to the Job Description and Person Specification.

Please provide details of two referees. References will only be taken up if a job offer is made and only with prior permission.

Your Supporting Statement should be no more than **two** pages of A4 (not including CV and referee details).

Please email completed applications to TDC on info@trustdevcom.org.uk, stating the role you are applying for.

Closing Date:

The closing date for applications is **Monday 6th June** 2022 at 10.00am

We will aim to notify candidates if you have been shortlisted for interview by 5.00pm on Thursday 9th June.

Interviews:

We will be operating a two-stage process. With the first interview day set for **Wednesday 15th June** and selected candidates invited back for the second on **Wednesday 22nd June** .

If you would like to discuss this role before applying, you are welcome to contact TDC's Chief Executive:

Athol Hallé, Chief Executive, TDC on atholhalle@trustdevcom.org.uk or 01273 234 769.

TDC is committed to achieving greater diversity in its Staff Team and welcomes applications regardless of sex, gender, race, age, sexuality, belief or disability.

Thank you for considering applying.

Good luck!

The Trust for Developing Communities

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