

Job title

Social Delivery Manager - Society Matters cic

Role profile

Society Matters Group, currently comprising of award winning organisations Citizens Advice Gateshead (CAG) and Society Matters CIC, is a group of non profit organisations focused on delivering advice, information, guidance, learning and support, to achieve their vision of “a fair society for all”.

As a member of the Society Matters cic team and reporting to the Programme Director, you will work towards the successful delivery and growth of all Society Matters services and products. This includes existing Learning and Development products, delivery of L&D within Social Action and Social Welfare programmes and newly emerging digital and micro learning services.

This role requires broad, in-depth knowledge of the social welfare system including announced upcoming policy and procedure changes. You will proactively deploy this knowledge to maintain existing L&D products as well as develop new products and services. It requires the post holder to ensure that all aspects of programme and projects are delivered effectively, meeting the requirements of contract agreements. You will also ensure you develop and maintain meaningful relationships between Society Matters and commissioning organisations.

Responsibilities and Duties

Support the delivery of the projects and programmes

- Lead the successful delivery of all business to business and client based learning ensuring it meets our contractual obligations, KPIs and reporting and the requirements of internal and external stakeholders.
- Line manage and support team members to deliver high quality learning and development programmes.
- Work closely with the Social Action Manager and Social Welfare Manager to ensure accurate record keeping and contribute to other required monitoring.
- Manage delegated budgets relating to each project within your portfolio ensuring they are delivered to budget.
- Be responsible for all CPD, quality marks and accreditation related to our commercial courses and learning materials.
- Develop a quality framework for our learning delivery assuring our commercial delivery is best in class.

Business Development for sustainability

- Seek opportunities for growth.
- Develop new products and services in line with identified needs and strategic goals.

- Stay abreast of changes in the social welfare landscape using this knowledge to update current commercial courses or create new courses to address current interests.
- Lead the creation and development of new digital content through emerging technologies.
- Work with cross-functional teams on mobilisation and implementation of new products and programmes.
- Maintain external relationships with organisations we have ongoing contracts with, becoming the main point of contact for delivery and quality.

Support the vision and mission of Society Matters Group

- Build strong and effective external relationships to support us in our vision and mission and to help us deliver our Group strategy.
- Seek and support new opportunities for growth and innovation.
- Promote partnership working and seek collaboration
- Provide expertise and insight across the Group in the development of all aspects of social justice learning and development.

Person specification

Essential skills and experience

1. Experience of developing creative and meaningful delivery methods, meeting the needs of strategic objectives.
2. In depth knowledge and understanding of the social welfare systems and processes.
3. Ability to create engaging content with the intention of enhancing the specialist knowledge and skills of individuals.
4. Excellent planning and coordination skills with the ability to balance competing priorities.
5. Ability to work proactively and resolve complex challenges.
6. Experience of engaging and working with stakeholders including delivery partners, customers and commissioners.
7. Ability to demonstrate proficient project management skills.
8. Ability to demonstrate experience developing and delivering new services.

Commitment to our values

The **Social Delivery Manager**, alongside all our staff, volunteers and trustees, must be committed to driving forward the Charity's four core values as we strive for our vision of a fair society for all, with lives well lived:

Rock the system

We put the individual needs of our clients at the heart of everything we do every day, and actively work individually and collectively to be part of a system that has a tangible and positive impact on people's lives.

Stand up for equality

We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, actively seek out and challenge discrimination and respectfully speak out as advocates for social change.

ROLE PROFILE



Blaze the trail

We know that the status quo is not an option, so we actively embrace and power change. We challenge, come up with new ways of doing things, and are always prepared to give new ideas a go. Failure is an option as long as we learn and grow if something doesn't work first time round.

Own it!

We strive every day to be the best that we can be, holding ourselves personally accountable, taking ownership of our actions, our achievements and our own personal development. With a focus on efficiency and shrewd planning we make every pound count and take pride in securing the long-term health of the charity.

Salary and terms

Annual Salary

Manager M1 £31,959 – M3 £35,831

Hours

Full Time 37 Hours

This is an employed role on a permanent contract.