



Job and person specification:

Head of Network Support and Engagement

Department: Volunteering and Partnerships

Location: London or Sheffield, however this role will require regular engagement with teams at the CPRE office in London

Reporting to: Director for Volunteering and Partnerships

Responsible for: Network Learning and Development Lead, Network Support Officer

Job summary

The main purpose of this role is to inspire and lead national CPRE's support for and engagement with 42 CPRE's around the country. The CPRE network of local charities benefits from a wide range of expertise and specialist knowledge and you will enable collaboration and sharing to improve best practice and standards. Your programme of work will lead to highly effective and productive working relationships that will help us achieve our shared goals for a thriving countryside that enriches all our lives.

Scope

As a Head of Department, and member of the Operational Management Team, you will be expected to make decisions and operate at the following level:

- Responsible for setting, managing and reporting of budgets and performance including investment in network learning and development portfolio (with final sign off from Director)
- Challenges and develops new ways of working to improve cross-CPRE collaboration, network support and engagement by influencing across all teams at a high level
- Leads processes to resolve problems and complaints across the CPRE network
- Signs off network communications to present a consistent and professional approach
- Makes significant functional based decisions including some strategic and constant operational ones to enable delivery timelines to be kept
- Represents national CPRE across the local CPRE network at all levels to influence, engage and achieve positive and effective working relationships
- Responsible for developing measures of success and for regular reporting and mitigation to keep programmes of work on track and performing
- Line management responsibility for a broad function of learning and development, engagement initiatives, charity best practice and standards



The
countryside
charity

Key relationships

The key relationships in this role are expected to be:

Internally – Own team, Operational Management Team, Volunteering Development team, Senior Leadership Team to drive forward own plans and initiatives internally.

Externally – infrastructure bodies, legal and best practice advisors, suppliers and contractors to achieve professional and expert support when required

Networks – volunteers and staff in local CPREs and regional groups at all levels to achieve own plans and objectives through others. Partners, other charities and infrastructure networks that will bring expertise, resource or capacity to CPRE.

Key areas of responsibility

In this role you will have responsibility to deliver the following:

- Responsible for the development and delivery of network support, development and engagement plans, including regional groups, by national CPRE for local CPREs by building a positive culture of working together
- Manage a learning and development function to provide local CPREs with access to core skills training and bespoke CPRE learning that are needed by volunteers and staff, and foster collaboration and sharing initiatives
- Manage the development and implementation of initiatives to assess local CPRE 'strength' and levels of engagement and collaboration to inform future action plans and strategies
- Lead the development and implementation of network investment grants to ensure effective project planning by applicants and an efficient bid approval process
- Support volunteers and staff across the network through change, by providing guidance and advice on related issues such as governance, effective planning, core skills and engagement
- Support delivery of other strategies in partnership with local CPREs e.g. brand, fundraising and campaigning, by identifying ways to work together with the local CPRE network more effectively
- Manage and inspire team members to ensure fulfilment of strategic objectives and values, ensuring efficient use of resources, providing good communication, support and staff development
- Role model CPRE's values and behaviours and coach teams/ individuals to do the same
- Proactive responsibility for own development and that of others through learning, networking, self-appraisal and other opportunities for growth
- Support Senior Leadership Team on any other relevant issue as required.

The post holder will need to travel across the CPRE network frequently and occasional evening, overnight or weekend work will require some flexibility.



Essential

Desirable

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1. Significant experience (minimum 3 years) of leading a support, learning and development function for volunteer-led groups/multi-site charity operations
 2. Significant experience of volunteer/staff engagement, learning and development, in a multi-site environment
 3. Experience of supporting high level problem solving processes to mediate and identify solutions across a voluntary network of charities/groups
 4. Knowledge of charity governance and a range of charity structures
 5. Experience in coaching and supporting a wide range of staff and volunteers from different backgrounds and experiences
 6. Leading and managing a team (direct or indirect) to achieve results including motivating staff, operational planning and budget management
 7. Excellent written and oral communication skills, using language that everyone can understand
 8. Ability to work under pressure and to competing deadlines
 9. Ability to reflect and learn from experience to improve performance and to respond positively to constructive feedback.
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