



Making Public Services
People Services

PROJECT MANAGER



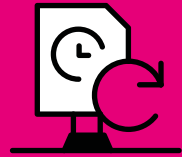
2 Job Title

Project Manager



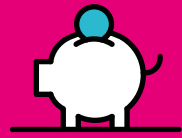
Place of work

Liverpool City Centre/Home



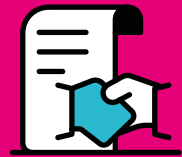
Hours of Work

37.5 per week



Salary

Circa £30 - £42k



Contract type

Full Time and Permanent



Effective from

As soon as you can start

Benefits

- 27 days annual leave (plus Bank Holidays)
- Lots of training and development (to make you the best you can be)
- Flexible working (including working from home)
- A workplace pension
- Holiday buy-back scheme (for when you need those extra days for yourself)
- A lovely team and culture

3 THE ORGANISATION

We're based in the North West of England and put simply; we make public services people services. We provide the know-how, big-picture thinking, and hands-on time to help public and third sector organisations get moving on the projects that really matter: the ones that make the biggest impact on the lives of real people.

If we had to put ourselves in a box, we'd say 'we're a bit like consultants but we don't just advise people, we do stuff for them too'. We're in it for the long-haul; we don't just produce the shiny report, we get on with the job at hand - focussing less on the policies and procedures, and more on the people at the end of them.

We're not experts in all the areas we work in and that's a big plus for us. It means we're not limited by preconceptions, and our objectivity means we can take that big, important step back. That doesn't mean we're not aware of the red tape, the norms and the potential barriers to change, it just means we respect and ably navigate them.

Our teams are made up of people from all sorts of backgrounds and that means we apply a range of skills and viewpoints to the challenges we face and any gaps our client's teams might have. We don't think we have all the answers at Capacity either, we aren't going to change public services for the better on our own, and neither is anyone else. Getting people together and enabling them to talk to one another is one of the things we're best at.

For the leaders at the top of the North West's public and third sector we offer a bit of time to stop and come up for air. We're here for them to listen, lean on or let off steam with, acting as a critical friend, an extended 'Leadership Team' and someone to say 'you know what, that can be done'. We want people in public services to talk in the same language, dream of the same possibilities and remind themselves that we're all here for the same purpose – better lives for real people.



CAPACITY

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We take a positive action approach to recruitment and we particularly encourage applications from people who are currently under-represented at this levels/within this area.

5 THE ROLE

Over the last few years, we've really grown as an organisation and the great stuff we are doing means we're getting bigger and better all the time. For that reason, it's time to bring in another Project Manager to help us out with all the exciting work we do!

If the next few pages sound good and you become our new Project Manager, a big part of your role will be to work with a variety of public sector and VSCE clients. Giving advice through practical project development and hopefully inspiring organisations to help grow their ideas into something really great. We also need someone who is eager and with a spring in their step to help Capacity secure grants, commissioned income and social investments. This is important for our organisational and financial resilience to make sure we carry on doing what we do best ... delivering the greatest impact.

From service design to business planning, you will be a pro at identifying and delivering a client's key objectives and truly engaging those all important stakeholders. However, it won't stop there – you will be working closely with local communities, getting to the heart of what's needed by listening to what they have to say. We won't lie to you, it's not always an easy task but that's what makes what we do so important (if it was easy, we wouldn't be needed). We want you to engage, be passionate, challenge and get

people excited by how they can evoke change and impact where it's needed most.

If we do say so ourselves, our team is pretty awesome! We don't believe in perfection but we do believe in doing. We are on the ground, doing the graft and doing the listening. We're easy going, we take our work seriously but not ourselves. With this in mind, we're looking for a real team-player to work across a bunch of diverse projects with Capacity's existing team. If you see yourself as a people-person with an eye for detail, then you sound like a great fit.

We're proud to promote a learning culture where people are encouraged to be open and honest about what's working and what's not. Hey, we're only human, we won't always get it right, but we want you to feel like you can ask for help and guidance whenever it's needed.

Overall, we are looking for a brilliant, hardworking person who's not just amazing at project management. What's really important to us is that you're in it for the right reasons - you're interested in working with us because you want public services to be the best they can be for the real people at the end of them.



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6 THE RESPONSIBILITIES

THE TOP LEVEL BITS

The Projects

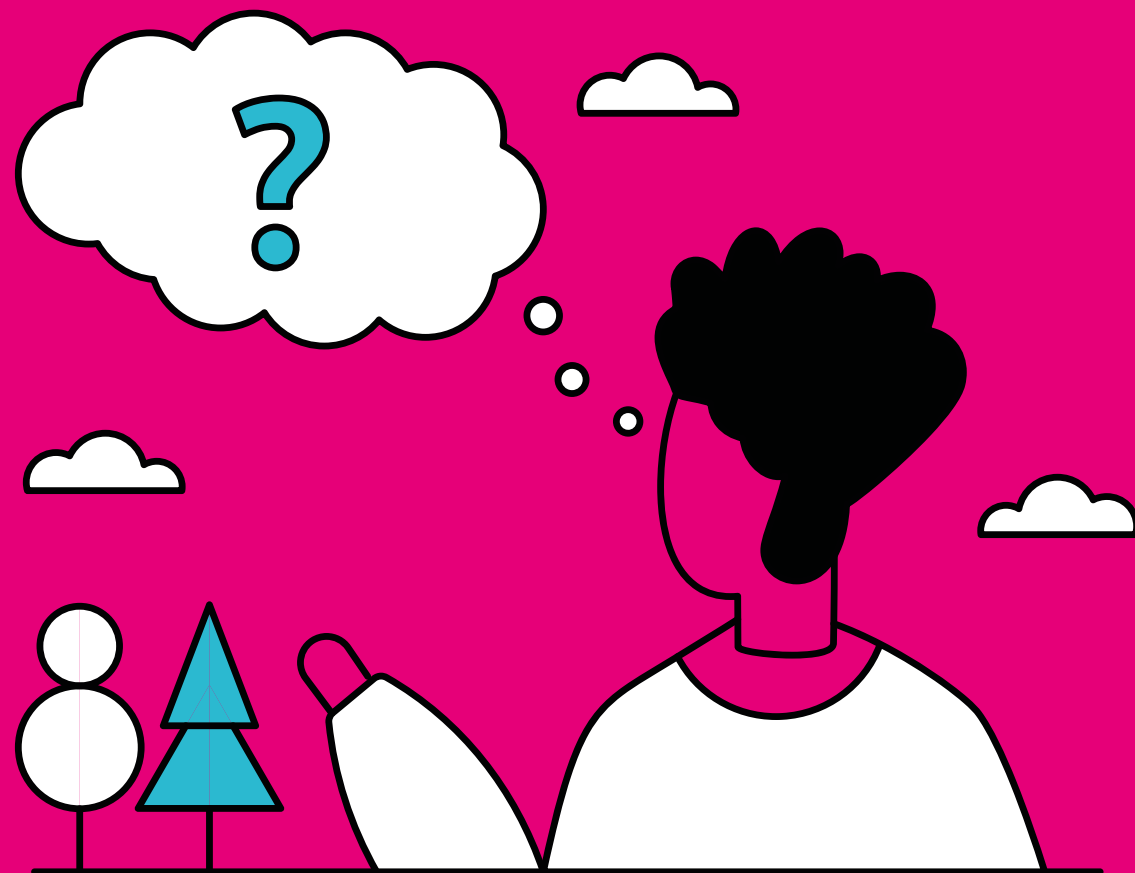
1. You'll give strategic business advice and mentor clients along the way. We need you to lead the coordination and management of impactful programmes and services that improve the lives of people in communities.
2. You will help leaders be brave. Sometimes they will need the push or that helping hand throughout – coaching and advising will be a big part of your role.
3. We need you to work with organisations to find, translate relative information and understand those real problems. You will identify solutions, implement action plans and create a trusted environment to reflect on outcomes (being honest about what has worked, and what hasn't is key here).
4. Your creative thinking is pivotal as a project manager but we also need you to keep up-to-date and accurate records of all contact with the organisations we support. We want you to monitor the progress of the project and report this back to Capacity's Senior Leadership Team.
5. Overall, delivering all aspects of project management including:
 - Coordinating all aspects of the project internally and externally
 - Looking at the risks involved in the project and managing these risks
 - Quality assurance of all project related work
 - Brilliant communication with everyone involved in the project
 - Understanding markets and local context
 - Community engagement
 - Designing and implementing new services
 - Capturing and sharing learning
 - Ensuring the project delivers the expected outcomes and impact
 - Upholding Capacity's policies and practices

Values and People

- We want you to collaborate and communicate with the wider Capacity team. Be part of our values and our great culture – internally and externally!
- Be flexible, agile and responsive. You may be asked to turn around a task quickly or jump into other work where it's needed

7 ORGANISATIONAL ACCOUNTABILITIES

Capacity's vision is a culture of collaboration, where the public, private and third sectors work together to achieve more with less and instigate significant change – creating solutions to achieve the very best results and the most sustainable value, across all of our public services. Through this we want everybody to have a good place to live, a purpose and good people around them to offer support.



To support this vision, you will be expected whilst working within Capacity to be:

- Motivated to achieve success and inspire others to do so in a positive manner.
- Take strategic action to resolve situations and learn from challenging experiences.
- Work collaboratively in order to ensure that Capacity's strategic direction core values and strategic objectives are achieved.
- To make sure that you read, are familiar with, and follow all Capacity policies and procedures.
- To uphold the Capacity equal opportunities policies and practices in carrying out your main responsibilities.
- To undertake any other duties which, can be reasonably expected of you within the level of your job.

8 THE TICKLIST

What we need
YOU'VE GOT SKILLS
You're confident developing new services and programmes
You're clear and concise in your verbal and written communications skills
You're experienced in solving difficult organisational challenges (and enjoying it!)
You're confident in facilitating varied workings, groups and meetings
You're competent in using MS Office
You're decisive and responsive, with a proven ability to improve services
You don't need loads of direction, you can get on with stuff off your own back.



9 THE TICKLIST

You're a team player with great initiative and focus

YOU'RE EXPERIENCED (YOU'VE GOT 3 YEARS IN:)

Working with or for VCSEs in advisory and/or mentoring roles

Customer relationship management and managing risk

Understanding the challenges faced by VCSEs when starting or growing an organisation

Delivering impactful projects for people in communities

YOU'RE GENERALLY A GREAT PERSON.

You're committed to social justice and improving the lives of others

You're able to build relationships with people from diverse life situations quickly and effectively

You're exciting by and are able to deliver positive change in organisations and projects

You have high standards in honesty, integrity and openness – including recognising weaknesses, sensitivities and acting with discretion

You work hard, but you can also have a laugh – you're easy-going.

You're a team player with great initiative and focus

10 THE RECRUITMENT PROCESS

- When you apply, we will ask that you share an up to date CV and to answer several questions that help us to understand your skills, abilities, prior experience. You can send a written application and CV or use video or audio tools if you'd prefer.
- 3 staff independently assess applications to ensure fairness and consistency, scoring each question based on how closely it meets criteria areas 2 and 3. We will feedback to unsuccessful candidates, if requested and aim to let you know within a week of the application process closing.
- Candidates who are shortlisted will be invited to a first interview. This interview is as a chance for Capacity and new applicants to get to know each other, and where we hope to get a real sense of your personal attributes. It will be a fairly informal meeting with the Business Development Team at Capacity, lasting up to 45 minutes, and where possible, we will also introduce you to the wider team so that you can get a better sense of our internal culture and live projects. Ideally, this will be face to face, but we can also use Zoom or other technology if required.
- We will use a second interview to gain a deeper understanding of your experience and skills. We may ask you to prepare a short presentation and will give you time to prepare between the first and second stage interview. This interview will include 2 members of our Senior Leadership Team, and where possible, a client representative and is typically 1 hour.
- If you have any questions about the organisation, the projects or the role, we welcome you to get in touch for a chat via +44(0)151 305 1045

**Please send all applications to:
joinus@thisiscapacity.co.uk**

11 THE APPLICATION

Don't worry, no long application forms here, we just want a copy of your latest CV and a peak into your head (don't get worried – it's literally a few questions below).

SOME QUICK QUESTIONS

We believe it's always good to get off on the right foot, and we want to make sure we invite the right people to interview. So, we're giving you creative freedom, answer the questions below in whatever format you wish, the only limits we're giving you are:

- No more than 200 words per question if it's written
- No more than 90 seconds per question if it's video or spoken content

- 1 Why do you want to join our team?
- 2 Tell us about your approach to juggling lots of different tasks.
- 3 What do you find most challenging in work?
- 4 What projects are you most proud of that you have been involved in?
- 5 If you could bring any innovation to the VCSE sector what would it be? Why?



12 EQUALITY, DIVERSITY AND INCLUSION AT CAPACITY

It is Capacity's mission to lead by example in helping socially minded organisations thrive, building better public services and improving lives. We are committed to celebrating and including the valuable contribution that people from all backgrounds have to offer.

We are working to eliminating discrimination and promoting equality of opportunity in all aspects of our relationships, regardless of age, cultural background, class, disability, ethnicity, gender, sexual orientation, gender reassignment, faith, working patterns, language, union activity, or individual health status.

Our recruitment process is governed by our Equality and Diversity policy which contains processes and responsibilities to ensure that your recruitment journey is fair and unbiased.

We're committed to continually improving our practices and welcome any feedback at:

feedback@thisiscapacity.co.uk

or by phone on

+44(0)151 305 1045



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13 ASSISTANCE, ADAPTATIONS AND ADJUSTMENTS

If there are any adaptation or adjustments we can make to assist you in your application or with our recruitment process, please let us know at joinus@thisiscapacity.co.uk or by phone on +44(0)151 305 1045.



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