



**EQUALITY | RESPECT | LOVE**

## Who Cares? Scotland Job Specification

<b>Post title</b>	<b>Education and Engagement Manager (Maternity Cover)</b>
Salary range	£34,486 - 40,571
Hours of work	Full time – 35 hours per week (some evening and weekend work is required). Hours can be worked flexibly.
Area	Engagement and Influence
Base location	National Office, Glasgow with flexible home working
Responsible to	Director of Engagement & Influence
Last update	June 2023

### Purpose of the post

**Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect, and love for Care Experienced people in Scotland.** At the heart of Who Cares? Scotland's work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden their understanding of care and challenge stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy, and practice. We do this collaboratively to build on the aspirations of The Promise and secure positive change.

As part of the Engagement and Influencing Directorate, the Education and Engagement Manager will ensure Corporate Parents and relevant stakeholders have access to education and learning support and resources to enable them to make meaningful change for Care Experienced people.

The post holder will ensure that Who Cares? Scotland continues to be recognised as leading the way in the development of local and national Corporate Parenting cultures which positively effects change for Care Experienced people in Scotland. A core element of this role is to act as a knowledgeable, supportive key contact for all Corporate Parents in Scotland, ensuring that they are provided with excellent contemporary learning resources

and information to aid their understanding of care and the legislative requirements to support Care Experienced people.

The post holder will lead the Education and Engagement team to coordinate, develop, quality assure and deliver WC?S education and engagement activity at a local, regional, and national level. This will include crafting education and learning programmes, conference inputs and advising and consulting on policy developments affecting Care Experienced people. Regular monitoring and evaluation and communication of the team's impact is required, as is the development and sustainment of a positive working relationship with the Scottish Government, relevant Ministers of the Scottish Parliament and funders.

It is important that the post holder shows leadership and management competencies in all internal and external relations, with support from the Director of Engagement and Influencing who will line manage this post. They will support the wider activities of the Engagement and Influencing Directorate and will work closely with colleagues in Policy and Public Affairs and Evidence and Impact. There is also a requirement to collaborate with WC?S colleagues across localities in Scotland.

The post holder should be the most effective of communicators, have a strong knowledge and understanding of developing and delivering learning programmes, a belief in child and human rights, social justice, equality, and inclusion.

### **Main duties and responsibilities**

- To lead the Education and Engagement team in accordance with operational plans.
- To work alongside Scottish Government colleagues to develop and deliver on grant outcomes.
- To secure and develop bespoke education and engagement opportunities and projects.
- To effectively lead and oversee all relationships with Corporate Parents, funders, civil servants or local elected members on behalf of the team.
- To represent Care Experienced people's voice and views in all activities and projects within the team.
- To lead on and implement all internal and external communications relating to the team and associated activities in collaboration with Communications colleagues.
- To lead on the development and delivery of all learning outputs to inform Corporate Parents and relevant stakeholders.
- To lead on all reporting activity to funders.
- To lead on the development of funding and grant applications of relevance to the remit of the post holder and team.
- To lead on and ensure compliance with all monitoring and evaluation, financial/budget and reporting requirements.

- To work with the Director of Engagement and Influence, the wider Senior Management Team and the CEO to engage with senior decision makers in line with role and remit.
- To lead a team with a variety of roles and remits working within internal policy and procedures, support them to achieve goals and engage in CPD.
- To work effectively across and on behalf of the Who Cares? Scotland Leadership Team.
- To work at all times within the ethos of the organisation.
- To operate at all times within the organisation's policies and procedures.
- To assist in the organisation of events and to attend events where required.
- Lead and/or contribute to specific working groups on behalf of Who Cares? Scotland.
- Present / represent WC?S at conferences and other events, as required.
- To provide appropriate content for the organisation's newsletter, annual report, website and other publications.
- To work to promote Who Cares? Scotland's brand and image, generating positive publicity and raising the organisation's profile.
- To undertake any other duties and responsibilities commensurate with the level of the post.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.

### Communication

The post holder will have key contacts with:

- Corporate Parents.
- SMT colleagues.
- Scottish Funding Council.
- Scottish Government.
- Scottish Parliament and MSPs including Ministers.
- Care Experienced people.
- Other Statutory and Voluntary Organisations.
- Appropriate funders and funding bodies.
- Decision makers.

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This is especially important at SMT and Leadership level and the post holder is expected to work in partnership and flexibly with colleagues, minimising the risks of silo working.

### Working environment

This is a national role, and whilst presence in the National Office in Glasgow is required for minimum of 2 days per week, the post holder will be expected to travel across Scotland regularly to fulfil their remit.

## Attitudes and values

Commitment to:

- Child and human rights.
- Working inclusively with an understanding of equal opportunities practices.
- Belief that people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people of all ages, empowering them to make decisions about their own lives.
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for Care Experienced people.

## Essential knowledge, skills, and experience

Qualifications:

- While we would welcome the knowledge gathered through relevant qualifications, we are just as interested in relevant work experience.
- Demonstrable continuing professional development in relevant areas.

Knowledge:

- The issues affecting Care Experienced people.
- Education and learning techniques, standards and practice, included blended learning, digital learning.
- Presentation techniques and technologies.
- Learning styles.
- Public sector bodies regulation environment and board and management remits.
- Participation standards and associated methods.
- Children's rights.
- Children and Young People (Scotland) Act 2014.
- The Promise
- Trauma-informed practice
- Current policy and practice in relation to children and young people, education and health.
- Governance issues working with a voluntary Board of Directors.

Skills and competencies:

- A proactive attitude and drive to carry out projects to conclusion.
- Ability to influence others utilising excellent oral, written communication, and negotiation skills.
- Ability to network and build key relationships across a range of partners

- Ability to work with varied layers and levels within public sector, including board and senior management levels.
- Ability to work with local and national government representatives, including elected officials and cross-party political boundaries.
- Ability to manage flexible teams of staff to achieve challenging delivery objectives.
- Ability to control realistic budgets and keep track of income and expenditure.
- Ability to capture, evaluate and interpret data and communicate the impact of complex programmes of work.
- Ability to work under pressure and manage your time and workload effectively to meet deadlines.
- Resilience, particularly when faced with setbacks.
- Ability to form positive relationships with a wide range of individuals, particularly children and young people.
- Ability to motivate others, work collaboratively as part of a team and on own initiative.
- Ability to work some evenings and weekends, with possible overnight stays.

**Professional experience of:**

- Working at a management level in an organisation or service in the third or voluntary sector.
- Experience of developing and implementing strategies and operational plans.
- Experience of operating to financial targets.
- Experience of managing and reporting on multiple budgets.
- Experience of managing, monitoring and where necessary revising complex projects and work streams to meet operational objectives.
- Proven experience of successfully securing or contributing actively to the development of new partnerships and funded programmes or grants.
- Experience of being accountable to funders, boards, and other stakeholders for the delivery of complex pieces of work including reporting on progress, performance monitoring and evaluation.

**We particularly welcome applications from people with experience of care who meet the criteria for the post.**