



JOB DESCRIPTION

Job title: Implementation and Social Value Coordinator

Department: Business Development Team

Salary: Grade 3 Point 24 – 28

Hours: 26.9 hours per week

Location: Home Based

Responsible to: Head of Implementation and Social Value

Summary of job:

The Implementation and Social Value Coordinator will coordinate teams drawn from across the organisation to successfully implement newly awarded contracts. As an Implementation and Social Value Coordinator you will work closely with the Head of Implementation and Social Value to implement social value strategy across the whole organisation and support local projects with implementation of their social value commitments.

Key tasks and responsibilities:

1. To develop social value responses, service implementation plans, risk registers with mitigating actions and exit plans (where applicable) to ensure smooth transitions post implementation/exit stage.
2. Work in partnership with diverse internal and external stakeholders (commissioners, strategic partners, and internal teams), be able to get buy in, build and maintain positive relationships.
3. To coordinate multiple streams of work, keep on top of progress and communicate proactively with teams (right information at the right time to the right person). Lead on a variety of meetings, motivate and keep Team Around Mobilisation (TAM) members accountable for assigned tasks.
4. To be accountable for implementation work, use own initiative and take ownerships of work assigned. Make sound decisions based on information gathered to move tasks/workstreams forward and mitigate against risk.
5. Develop operational budgets for submission to Finance during implementation.
6. As appropriate provide early operational support to newly implemented services, during the transition stage and contribute to the development of outcome, quality assurance and reporting processes/frameworks for the service.
7. To collate and analyse complex data sets to develop various report and evaluations reflecting success and improvements needed to achieve good quality in implementation, exits (where required) and social value work and give services the best start.
8. Proactively ensure that lessons learned are shared and reflected in the future plans/development. Keep up to date with all implementation and social value workstreams and relevant details.
9. Use Project Management methodology i.e. PRINCE2 when implementing new contracts, merges and acquisition and at exit stage (where applicable).
10. To contribute to continuous improvement of the systems and processes in implementation, exits (where required) and social value.
11. To attend as necessary, presentations for tender interviews (for example in new geographical areas to convey our implementation experience)
12. Be an ambassador for social value across internal (Family Action) and external stakeholders



13. Support activities that will help understanding and implementation of social value across the organisation incl. delivery of various workshops and training sessions and delivery of communication strategy.
14. Support the development and the management of the social value evidence gathering and reporting mechanisms across the organisation at a whole organisation level and also service level.
15. Review social value data and evidence measured and analyse organisation performance and metrics
16. To take part in Team Around the Bid process including but not limited to taking part in conference calls and supporting the modelling of implementation plans and social value in line with operational model development.
17. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
18. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
19. Contribute to the growth and development of the organisation by contributing to stock answers, method statement as relevant and being an ambassador for the Family Actions work.
20. Be able to always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services
21. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
22. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
23. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Qualifications	Essential	Desirable
• Educated to degree level or similar professional experience	X	
• Project management certification		X
Experience		
• Demonstrable evidence of project management/coordination and leadership (within health, social care, education, local government)	X	
• Demonstrable evidence of overseeing and managing multiple workstreams in the setup and exit of a projects/services	X	
• Excellent understanding of project components, dependencies and operational delivery including managing and assessing risk.	X	
• Experience of effective partnership working with internal and external stakeholders and ability to lead diverse teams.	X	
• Experience of coordinating national operations and/or multiple teams on a remote basis		X
• Experience of recruiting new staff, following safer recruitment policies. Experience of TUPE and restructure process	X	
• Experience of service modelling including budget setting.		X
Skills, knowledge and aptitudes		
• Good understanding of public sector commissioning and social value frameworks the associated processes and key stakeholders		X
• Good understanding of different frameworks in health and social care provision; statutory and non- statutory services i.e., SEND, Supervised Contact Centres, Family Hubs etc.	X	
• Ability to work collaboratively as part of a multi-disciplinary team, with a wide range of individuals in a range of roles	X	
• Good understanding of GDPR, HR and legal legislations	X	
• Ability to manage and monitor spend within budget at implementation stage and experience of updating budget models	X	
• Ability to develop systematic processes to support implementation, exits and social value work	X	
• Ability to closely monitor progress, raise issues and use proactive and innovative approaches to achieve set goals/milestones	X	
• Ability to contribute to business development tenders, develop various reports/documents/briefings and manage relationships with partners/commissioners,	X	
• Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level	X	
• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases	X	
Personal skills/other requirements		
• Access to own car and ability to travel nationally, as required	X	
• Ability to manage conflicting demands and priorities on time	X	
• Flexible approach to working hours	X	



• Self-motivated with the ability to use own initiative to manage and lead tasks	X	
• Able to always evidence Family Action's values	X	