

Job Description

Job Title:	Network Manager
Status:	Employee (2 year fixed term contract)
Responsible to:	National Network Lead
Pay Scale:	£30,260
Working hours:	Full Time, 35 hours per week 23 days leave per year, in addition to public holidays.
Location:	Opportunity for Remote or Hybrid Working Office location: AdviceUK, 101E Universal House, 88-94 Wentworth Street, London E1 7SA

Job Context

AdviceUK is a charitable membership organisation providing co-ordination and assistance to independent local advice agencies. Most member centres are registered charities providing a service to disadvantaged communities.

We add value to the work of our member centres by providing training & qualifications and organisational support on issues such as funding, development and governance. We seek to provide a policy voice on relations with government, funders and regulators and the development of public policy. We also offer a range of services to members and other advice agencies to assist them with the practical running of their centres.

- People and communities across England, Scotland and Wales are facing sustained and growing threats to their social and economic wellbeing.
- Long-term inequalities in relation to health, income, housing and civil rights, combined with the current cost of living crisis, are driving demand for community-based social welfare advice and support.
- AdviceUK is building its capacity to develop and deepen the relationships it has with its members, supporting them to set up, run and resource advice and support services using a Whole Person, Whole Community Approach.
- Recent investment in AdviceUK's ICT infrastructure and increased adoption of online conferencing platforms has given new opportunities to interact with member and stakeholder organisations.

Job Purpose

- Support the National Network Lead and other members of the Influencing and Engagement team, including AdviceUK's Executive Director and the Policy and Campaigns Coordinator. The role will be focussed on work in England and Wales, but the postholder will also work with the AdviceUK Development Manager (Scotland).
- Support the National Network Lead to respond to individual demands for support from AdviceUK members where these demands require in-depth knowledge of how to set up, run and resource social welfare advice services.
- Work – both proactively and reactively – to help AdviceUK members understand, access and participate in our influencing and engagement work.
- Contribute to building and updating AdviceUK's knowledgebase, resources and guidance for members.

Key tasks and responsibilities

- Support the work of the Influencing and Engagement Team as described in the job purpose above. Provide cover in the absence of the National Network Lead.
- Respond to demands from AdviceUK members and other stakeholders that require substantive knowledge of how to set up, run and resource social welfare advice services.
- Take on project management and coordination responsibilities for specific pieces of work, as directed by the National Network Lead and Executive Director.
- Support the National Network Lead to assess applicant members against AdviceUK's membership criteria.
- Lead the regular production of AdviceUK's funding update for members, and contribute items to AdviceUK's member newsletter.
- Ensure that a greater number of AdviceUK members are regularly approached in relation to the work of the Influencing and Engagement Team.
- Research potential new members and influence selected organisations to join AdviceUK, as directed by the National Network Lead.

Key skills and attitudes

- Ability to think creatively and act on your own initiative.
- Ability to adapt to a dynamic working environment.
- Ability to work effectively within a small but diverse staff team.
- Ability to manage relationships with members and stakeholders.
- Ability to plan, prioritise and manage workload appropriately.
- Ability to plan and manage interactions with different individuals and audiences.
- Ability to take on responsibility for particular projects and initiatives.
- Excellent verbal and written communication skills.
- Perceptive, with the ability to listen to people in member and stakeholder organisations and identify emerging issues or trends.
- Ability to sustain relationships of trust and goodwill with a variety of contacts.
- Understanding of how to use CRM systems, databases, organisational websites and search engines.
- Good understanding of Office 365 and use of related applications including Microsoft Word, Excel, Outlook and PowerPoint.
- Interest in and enthusiasm for AdviceUK's influencing and engagement activity.
- Interest in and enthusiasm for community-based social welfare advice and support services.
- Commitment to develop expertise in organisational development and network support.

Accountability and line management

This post is part of the Influencing and Engagement Team and the postholder will be line managed by the National Network Lead. The Influencing and Engagement Team is led by the Executive Director, and both the National Network Lead and Policy and Campaigns Coordinator report to the Executive Director.

The Development Manager (Scotland) post is a secondment, working under the oversight of the Executive Director.