

## National Leaving Care Benchmarking Forum (NLCBF) Manager

### Job Description and Personal Specification

<b>Role:</b>	NLCBF Manager
<b>Place of work:</b>	Home-based
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade</b>	Grade H
<b>Reports to:</b>	Assistant Director, Young People and Families
<b>Level of screening:</b>	Enhanced DBS

### Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. Firstly, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

The National Leaving Care Benchmarking Forum sits within the Young People and Families Directorate at Catch22. It is a membership network of over 100 local authorities. The Forum's aim is to enrich outcomes for our nation's care leavers. The Forum promotes the development of quality leaving care services with member authorities and partner organisations through a process of researching and sharing learning on a national scale.

The National Leaving Care Benchmarking Forum aims to enrich outcomes for care leavers by:

- a) Carrying out research to understand what works and what could be improved in leaving care services
- b) Facilitating events, with renowned key speakers at the forefront of the leaving care field, to share learning and improve practice
- c) Delivering training and consultancy, to improve practice and delivery
- d) Coordinating the Young People's Benchmarking Forum, to ensure care-experienced young people feed into our activities
- e) Working with policy-makers in various government departments to feed in best practice and feedback from local authorities and young people
- f) Working alongside numerous partner organisations to keep updated about key developments and share learning about care leavers

- g) Maintaining a members-only website to enable access to resources, discussion groups, queries, events, Young People's Benchmarking Forum updates

We follow our key values of:

- Delivering a quality service
- Providing meaningful and valuable support to local authorities
- Being inclusive of all members and partner organisations
- Sharing learning to impact outcomes

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### Where you fit in

The purpose of the NLCBF Manager role is to ensure that the Forum achieves its vision to improve outcomes for care leavers nationally. The NLCBF Manager will do this by collaborating with the team to develop and deliver a high quality strategy and work plan, and engaging with members and wider senior stakeholders, resulting in an increase in profile, influence and reach.

The NLCBF Manager will:

- Act as the strategic lead within Catch22 for the NLCBF to ensure the Forum meets its aims, provides value for money and makes the best use of resources.
- Work closely with the NLCBF Stakeholder Group and Steering Group and NLCBF team to agree priorities and promote learning.
- Engage with key stakeholders in local and national government, private and third sector, from a local to an international scale to positively influence practice and the overall policy framework for vulnerable young people.
- Actively promote key messages about the needs and aspirations of vulnerable young people, including in relation to young people leaving care.

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### Main Duties & Accountabilities

- Line manage the NLCBF staff team. Ensure that they are well supported in their work and encouraged to take up personal development opportunities as appropriate and that they are well linked into the wider organisation and can take advantage of joint working opportunities.
- Build strong relationships and lead partnership work with external senior stakeholders at a local to international level including potential new NLCBF members; national leads and experts; commissioners; government departments; campaigning groups and potential partners.
- Actively promote the voice of young people in all aspects of work. Manage the work of the Young People's Benchmarking Forum and use their work to inform policy and practice improvements in supporting young people leaving care.

- Develop and implement the NLCBF long-term strategy and annual work plan, budget and impact report.
- Lead the influencing of NLCBF policy and practice by providing up to date compelling evidence to support change in services and promoting innovative approaches to see better outcomes for young people, liaising with Catch22 teams in the YP&F Directorate and more widely.
- Work with the NLCBF team to monitor, identify and analyse key issues and developments related to young people in care and use this evidence to inform project planning, development of resources, income generation, digital development and policy development.
- Work with Catch22 teams to ensure messages, branding and promotional work is consistent, integrated with the NLCBF marketing plans and disseminated as widely as possible.
- Lead the generation of income for the NLCBF by increasing member numbers and identifying gaps and opportunities in the market and pursuing these.
- Co-chair the NLCBF Stakeholder Group and Steering Group to promote learning and ensure outcomes are achieved.
- Attend NLCBF and external events, training and conferences to represent NLCBF.
- Seek to both increase and ensure the active participation of NLCBF members ensuring ownership and engagement in improving services for young people in and leaving care.
- Work with YP&F managers and staff to contribute towards Catch22's work in bidding/growing services and developing and delivering products for young people leaving care and vulnerable young people, with a focus on informing national and local policy and practice of NLCBF members.
- Produce appropriate reports, management information and other communication materials as required.

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#### **What does good look like for this role?**

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- Passionate about young people and committed to ensuring that care leaver outcomes improve nationally.
- Catch22 vision and values are embedded.
- To act as an ambassador for Catch22, upholding and promoting our corporate values.
- Key performance indicators are being met.
- To be familiar with, and follow all Catch22 policies and procedures and to access Catch22's intranet at least once a month to update yourself with any new or amended policies or procedures.
- To attend relevant training courses and networking sessions as agreed with the line manager.
- To undertake any other duties which can be reasonably expected of you within the level of your job.
- This post will travel across the UK and occasionally abroad including overnight stays.

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## **Organisational Relationships**

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Reports to the Assistant Director, Young People and Families Directorate.

Liaise and works with key stakeholders such as:

- Young people
- Local authority staff (participation workers, service managers, directors)
- External organisations (national and local government, voluntary sector, private sector)
- Catch22 delivery and support services

<b>NLCBF Manager: Person Specification</b>			
<b>COMPETENCY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to degree level (or equivalent qualification) or relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>Project management qualification.</li> </ul>	Application
<b>KNOWLEDGE/ EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Senior level experience in leading large-scale complex projects and budgets.</li> <li>Understanding and experience of working with policy and practice relating to children and young people in care and care leavers.</li> <li>Experience of leading and managing staff and working constructively as part of management team.</li> <li>Experience of dealing with complex issues and situations for which there are no obvious or prescribed solutions, requiring new approaches and professional judgement.</li> <li>Experience of developing and managing key senior stakeholder relationships.</li> <li>Experience of bid writing, and the production of comprehensive reports.</li> <li>Experience in analysing relevant evidence to inform policy and practice development and producing briefings for a wide range of audiences.</li> <li>Experience of managing project budgets and contracts including developing and reporting to Key Performance Indicators.</li> </ul>	<ul style="list-style-type: none"> <li>Experience and understanding of commissioning processes.</li> <li>Experience of events, branding and marketing.</li> <li>Experience of working directly with young people leaving care or with young people to promote participation and co-production.</li> <li>Experience in developing practice or policy based on evidence from leaving care services and/or children in care services.</li> </ul>	Application and interview
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>The ability to demonstrate an understanding of the needs of young people leaving care and a commitment to improve their life chances.</li> <li>Ability to think strategically and have project management skills to operationalise and deliver a strategy.</li> </ul>		Application and Interview

	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and ability to work with senior stakeholders internally and externally.</li> <li>• Ability to influence, negotiate and persuade, leading to sales and income generation.</li> <li>• Strong financial and budgeting skills.</li> <li>• Ability to communicate with a range of people including central government, third sector organisations, service managers, local commissioners, service providers and young people.</li> <li>• Ability to translate complex information into clear messages, briefings and reports for internal and external audiences.</li> <li>• Ability to speak confidently and deliver presentations to a range of stakeholders.</li> <li>• Advanced reasoning, problem solving, evaluation and analytical skills.</li> <li>• Advanced planning and organising skills.</li> <li>• Significant relationship building skills including ability to motivate others.</li> <li>• Ability to work under pressure and manage multiple priorities.</li> <li>• A proactive approach and an ability to problem solve and work under own initiative.</li> <li>• Ability to prioritise and manage own workload and work to deadlines.</li> <li>• Good working knowledge of Microsoft Office packages and good digital and social media skills.</li> </ul>		
<p><b>OTHER</b></p>	<ul style="list-style-type: none"> <li>• A passion for achieving positive outcomes for young people.</li> <li>• Commitment to the organisation and to their own personal and professional development.</li> <li>• Commitment to diversity and implementing equal opportunities and anti-discriminatory practice.</li> </ul>		<p>Application and interview</p>

	<ul style="list-style-type: none"><li>• Creative, flexible and able to work well with others in a home-based team.</li><li>• Ability to travel across UK and abroad including overnight stays.</li></ul>		
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