

THE NATIONAL ASSOCIATION OF LOCAL COUNCILS (NALC)



Projects Manager – Member Services (1 year fixed term)

Candidate Information Pack

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For background information on NALC go to

[www.nalc.gov.uk](http://www.nalc.gov.uk)

**The closing date for applications is 18 January 2021**

## **Are you our first Projects Manager - Member Services?**

Are you passionate about local government and supporting local communities? Do you have a track record of delivering projects in a complex and dynamic environment? Are you enthused by working with a wide mix of people to deliver engaging and responsive projects? If so then you might well be the right person to join NALC at what is a crucial time for the organisation.

Our member services team was set up in 2018 and has seen a wide range of projects and services delivered in partnership with county associations and councils. Building on an already strong reputation, the next year will see us take a further step change in how we support and serve our growing membership while learning the lessons of 2020 and the challenges it brought.

## **About the National Association of Local Councils (NALC)**

NALC is the membership body for English local (town and parish) councils. There are around 10,000 councils in England with over 125,000 councillors. They hold a wide range of assets, raise about £600m per annum from residents through a small share of council tax, called a precept and support communities to the tune of around £2bn annually.

We are supported by a network of 43 county associations, independent bodies who support councils on the ground and set our objectives and strategic plan.

Councils and county associations vary widely in size, spend and service provision. What they have in common is the support of elected councillors driven by a desire to make a difference to their community. Increasingly expected to do more and with an ever-growing regulatory framework they need national and regional support to enable them to fulfil their role effectively.

NALC, working with county associations, helps them meet these challenges through the provision of a range of services to our members, including policy, advocacy, publications, events, learning and professional development.

## NALC and Membership

NALC is intent on continuing to develop as an organisation, delivering ever more high-quality services and interventions on behalf of its members.

### NALC's vision for the sector and organisational change

- a. Local (parish and town) councils will be the centre of community effort, the natural focus of a range of public activity and service delivery; giving a democratic voice to those communities in the deliberations of other agencies
- b. Vibrant, dynamic, and effective local councils will help communities to help themselves building strength and resilience and improving the quality of life of residents.
- c. NALC will be a modern, in-touch organisation that delivers high quality services and works in partnership with county associations to support and promote local councils, their staff and their councillors.
- d. We will have healthy and strong county associations working individually and increasingly together, supporting and being supported by NALC."

The Member Services Team is central to delivering this vision. The team's work is very diverse, from legal and financial advice; to guidance materials on topics such as website accessibility, community business or employment matters; to our national accreditation programme and so much more. We work with a wide range of partners and stakeholders to help us deliver such a wide variety of support.

In 2020 we launched a number of new initiatives that we now need to ensure have strong foundations to deliver positive outcomes for our members and stakeholders into the future. Central to the success of these and many pre-existing projects is the need for a robust and rigorous project management approach that complements our commitment to a member services ethos.

This new role is an exciting opportunity to work on a variety of projects, engaging with a wide range of stakeholders to make a lasting impact on NALC and our services.

## Job Description

<b>Post title:</b>	Projects Manager – Member Services
<b>Purpose of post:</b>	To project manage NALC’s key member services so that they are delivered smoothly, efficiently and to a high quality
<b>Status:</b>	Full time: 1-year fixed term
<b>Location</b>	Flexible – Home based with access to London
<b>Salary</b>	£35,000 per annum
<b>Responsible to:</b>	Head of Member Services
<b>Line management responsibilities:</b>	Projects Officer – Member Services
<b>Date of JD:</b>	December 2020

### Key Responsibilities and Duties

Central to this role is the delivery of three key projects: the Local Council Award Scheme, E-learning and new website development. Working with colleagues, county associations and external stakeholders you will improve the ways these projects are delivered to ensure they are delivering the best quality possible whilst being financially sustainable

- Work with colleagues across NALC and county associations to ensure these projects are delivered to time and budget
- To develop and manage a communications plan to ensure robust stakeholder engagement and feedback for all projects
- To develop and manage partnership arrangements so that members have access to relevant, quality and affordable services.
- To manage contractor relationships, ensuring delivery of specification to deadline and quality standards.
- To independently manage the delivery of the projects to agreed deadlines, raising exception risks and issues with SMT as appropriate.
- Support a range of other projects, services and initiatives to build in a strong project management approach
- Instil member services ethos in these projects and beyond
- Support head of member services in relationship building with county associations

- To line manage the projects officer, ensuring regular supervision, coaching and support as required.

*This is a description of the job as it is presently constituted. It is the practice of NALC to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.*

### Person Specification

**Post title:** Projects Manager - Member Services

**Responsible to:** Head of Member Services

**Date:** December 2020

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Further qualification in local government or project management</li> <li>• Formal project management training (e.g. Prince 2)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Strong experience of project management with a track record in managing change</li> <li>• Good experience of managing professional staff</li> <li>• Experience of managing budgets</li> <li>• Experience of developing corporate partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a membership organisation or department</li> <li>• Experience of developing or managing an e-learning platform</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to build and maintain good working relationships with elected Members and staff</li> <li>• Ability to prioritise workload, meet tight deadlines and work under pressure</li> <li>• Ability to support or manage others to deliver projects within agreed timeframes and objectives</li> </ul>	

**Skills and Knowledge**

- Outstanding strategic management and project planning skills with a track record in managing change
- Strong understanding of how membership organisations work and how to engage members in services and projects
- Excellent written and verbal communication skills
- A high degree of integrity and credibility to sustain the confidence and trust of a variety of stakeholders and partners
- Good presentational skills, with the ability to convey complex information persuasively and coherently in plain English to a wide range of audiences and deliver key messages in a style that engages the audience
- Excellent listening, negotiating and influencing skills
- Strong problem-solving abilities
- High standard of computer literacy
- Knowledge and understanding of Local Government structure and practices

**Other**

- Willingness on occasions to work irregular and unsociable hours with attendance at meetings at weekends and away from the office
- Ability to represent the Association corporately at events, meetings and conferences
- Flexible and committed to the Association

## **The Recruitment Process**

### **Timetable**

<b>Advertising:</b>	21 December 2020
<b>Deadline for applications:</b>	18 January 2021
<b>Interviews:</b>	w/c 1 February 2021

### **Further Information**

If you require any further information or you would like to discuss anything in more detail, please contact the HR Services Partnership (our external HR Advisers) in the first instance.

Telephone 01403 240205  
Email [recruitment@hrservicespartnership.co.uk](mailto:recruitment@hrservicespartnership.co.uk)

### **To Apply**

Using our online application form please send an up-to-date CV with a covering statement of no more than 1,000 words that outlines your suitability for the role according to the job description and person specification.

NALC are committed to diversity and equal opportunities for applicants and employees. NALC strives to ensure equal employment opportunities and equal access to employment and does not discriminate on the basis of race, gender, colour, national origin, religion, physical or mental ability, marital status and age.

Applications will be treated with strict confidentiality.