

The Role

As a trusted partner HEY Smile Foundation works in collaboration with a range of stakeholders to create a positive and sustainable change within communities. This exciting new role will enhance the voice of the voluntary sector, a key leadership role within the Smile Management Team. The Locality Programme Manager will be accountable for the strategic direction and delivery of this new programme and will hold management responsibility for the Locality Community Coordinators and Admin Assistant. This role will ensure that resources are directed in the right way and that the best value for money is achieved whilst meeting the needs of the VCS (Voluntary and Community Sector). This role will be the point of contact for system representatives (VCS sector, Integrated Care Board and Local authority) to explore pressures and challenges and offer reactive or sustained solutions. The Locality Programme Manager will have the ability to escalate to system senior management and be the data lead for the programme. You will work alongside SROs and project managers for the Health and Care Committee to support the development and delivery of East Riding Place's strategic objectives.

Our Values and Behaviours:

Impact-driven	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
Collaborative	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
Generous	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
Integrity	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

Role Profile

- 1. Job title:** VCS – Locality Programme Manager
- Base/Location:** Based in our Smile HQ in Hull but expected to travel across the Hull & East Riding area.
- Reports to (Job Title):** Head of Department
- Salary scale:** £30,000 – £32,000 (yearly increments based on performance and KPIs)
- Working Hours:** 37.5 hours per week
- Contract Duration:** Fixed term to 1 April 2027 with potential for extension subject to funding
-

2. Purpose:

A key leadership role within the Smile Management Team, the Locality Programme Manager will be accountable for the strategic direction and delivery of this work and will hold management responsibility for the Locality Community Coordinators and Admin Assistant. This role will ensure that resources are directed in the right way and that the best value for money is achieved whilst meeting the needs of the VCS. This role will be the point of contact for system representatives (VCS sector, Integrated Care Board and Local authority) to explore pressures and challenges and offer reactive or sustained solutions. The Locality Programme Manager will have the ability to escalate to system senior management and be the data lead for the programme. You will work alongside SROs and project managers for the Health and Care Committee to support the development and delivery of East Riding Place's strategic objectives.

3. Joint responsibilities:

- Uphold and invest in HEY Smile Foundation and its Vision, Mission, and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundation's work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is carried out in partnership with communities.
- Be responsive and adaptable in your work, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'go to' charity in Hull and East Yorkshire.

- Support the continued development of our online platform, Beecan, as a shining light for trusted information and access to resources.
- Develop case studies and impact reports to ensure we communicate our value to the VCSE groups across the East Riding.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic, and participative, encouraging cross team working and initiatives.
- Maintain an up-to-date knowledge of national best practices, policies, and guidance for the VCSE.
- Represent HEY Smile at strategic meetings across the region and, at times, nationally.
- Undertake all other reasonable requests made by the CEO and heads of department.

4. Key role responsibilities

- Implementation of agreed programmes as defined and aligned by the Health and Care Priorities as directed by the HEY Smile Foundation. This will involve being a lead manager and subject matter expert for dedicated areas of work.
- Ensure that the local VCS strategic collaborative and VCS network are informed so they have the opportunity to help to elevating system pressures and support local Health and Care plans/priorities.
- Coordinate work that supports organisations of all sizes to become commissioned-ready, enhancing capacity and creating collaborative opportunities.
- Operational lead for planning, performance delivery and programme management, working with Health and Care Committee's Programme Senior Responsible Officers (SRO) and wider stakeholders across the systems, acting as the key contact and a subject matter expert.
- Report on local barriers to enhancing the VCS sector and offer practical solutions working alongside system partners.
- Providing escalation, reporting, governance, oversight and support frameworks throughout programme delivery to ensure they are able to remain on track and deliver maximum benefits.
- Take the lead on VCS-wide mapping and impact work, contributing to how the local VCS sector effectively supports commissioning arrangements.
- Ensuring wider corporate and system governance and how programmes and projects inter-relate, identifying dependencies to avoid duplication.
- Work alongside system partners to support with identifying duplication in commissioning and offering a way to do more joint working, collaborative approaches and cost-saving approaches.
- Coordinating updates to the VCS collaborative and BCF Programme Board as required.

- Support the work of the local MDT & INT, ensuring that there is a rich and meaningful engagement of local VCS groups.

-

5. Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise resources efficiently
- (Development of skills) Training requirements for your team
- (Finance) Development of budget requests with Head of Department to fulfil desired outcomes
- (Time management) Prioritisation of your own and your teams time to meet outcomes

6. Outcomes based

The role of VCS Locality Programme Manager is outcomes focused. You will be asked to attend meetings weekly with your line manager and colleagues, setting agreed outcomes for the period and report against agreed KPI's. Impact and monitoring will be a key part of this role, meaning good administration and organisation skills, data analysis experience and the ability to present information in a clear and concise way is vital.

This project, over the three years, would work towards the following outcomes;

- Continued mapping of the VCSE sector to allow quicker resource enablement.
- Allowing for data to flow through the system to support patients by sharing VCS data with partners to allow for more support choices.
- Have local organisations ready to support with new challenges by ensuring they meet a commission threshold and tackle delays in being able to roll our support.
- Developing shared knowledge and resources to allow the VCSE sector to cope with demand and prepare the region with known pressures.
- Explore sector-wide funding opportunities for core funding, which stabilises community assets through demonstrating value for money.
- Collaborate and work with the vast number of voluntary, housing, and independent provider sectors in East Riding to increase capacity.
- Investment in a range of preventative measures, community health, and reducing duplication through having dedicated resources on the ground and exploring those who could do more.
- Supporting unpaid carers and increasing volunteering opportunities using our volunteer networks and focusing on specific

7. Knowledge, skills and experience required by the job holder:

At Smile you will be seen as a leader in the VCSE sector, delivering capacity and capability support. You will form part of a team of experts who share their skills and expertise, alongside our partners across the private, public, and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Highly numerate with highly developed analytical skills to present complex and/or sensitive information clearly	Cover letter/CV and interview
Experience of managing people and teams of people	Cover letter/CV and interview
A strong communicator with ability to present information in person and online to a variety of stakeholders	Cover letter/CV and interview
Ability to write concise reports, case studies and blogs that can be shared across social media channels and news platforms	Cover letter/CV and interview
A good understanding of the VCSE sector	Cover letter/CV and interview
An understanding of population health and the social determinants of health	Cover letter/CV and interview
A good understanding of data security and confidentiality issues	Cover letter/CV and interview
Able to prioritise work, schedule and organise own and own and your teams time	Cover letter/CV and interview
Hold a valid and clean UK driving license and have access to a vehicle	Pre employment check
Proficient in the use of Microsoft Office products including Excel and PowerPoint. Experience of working with large complex datasets	Cover letter/CV and interview
Desirable	Assessment
Experience of working in Health, social care or VCSE sector	Cover letter/CV and interview
Experience in the use of Microsoft Office products such as Power BI	Cover letter/CV and interview
Experience in working across multiple teams and systems	Cover letter/CV and interview

You must have a full driving license and access to a car. Although HEY Smile Foundation offers flexible working, the place of work will remain HEY Smile Foundation, Dock Street, Queens Gardens, Hull, HU1 3AE.