

Role Descriptions and person specifications

Management Team

Co-Chair Job Description

Reporting to:	Accountable to NNPCF (National Network of Parent Carer Forums) Steering Group and NNPCF membership
Location:	Home based
Hours:	Up to 60 paid days per annum. To be reviewed as part of the annual budgeting process in addition to regional steering group member budget. Pay rates for this post will be reviewed on an annual basis.
Employment status:	Employee of the NNPCF CIC (Community Interest Company)

Role Purpose:

The Co-Chairs represent the leadership of the NNPCF. They have oversight of the day to day operations and longer-term strategy of the NNPCF. They are responsible to the membership and the Steering Group and must safeguard the cohesion, reputation and effectiveness of the Organisation.

The Co-Chairs will hold the Management and Steering Group Teams to account for the NNPCF's mission and vision, providing inclusive leadership to the teams, ensuring that each member fulfils their duties and responsibilities for the effective governance of the Organisation and ensure that the two teams functions as a unit to achieve agreed objectives. Together, they will act as an ambassador and the public face of the Organisation. The dual post is in keeping with our principles of two parent carers working in tandem.

Key responsibilities

Strategic leadership

- Shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Provide leadership to the Organisation and its Teams, ensuring that the Organisation is effective in supporting its member parent carer forums



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- Ensure effective oversight of appointment of Steering Group and Management Team members
- Ensure that Management Team and Steering Group fulfil their duties and responsibilities for the effective governance of the Organisation in accordance with its policies.
- Ensure that the Teams operate within their objectives, and provides a clear strategic direction for the Organisation
- Ensure that the Teams can regularly review major risks and associated opportunities, and satisfy itself that systems are in place to take advantage of opportunities, and manage and mitigate the risks
- Ensure that the Teams fulfils its duties to ensure sound financial health of the Organisation, with systems in place to ensure financial accountability

Operational Oversight and Management

- Supervision of Management Team members, conducting quarterly 1-1 sessions
- Prioritisation of the Contact administrative staff
- Administration tasks associated with Co-Chair position such as setting agendas, reviewing minutes, reviewing action points.
- Set the budget and finances together with the Steering Group and, monitor and manage NNPCF budgets and finances, in partnership with Contact ensuring value for money
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Governance

- Ensure that the governance arrangements are working in the most effective way for the Organisation
- Develop the knowledge and capability of the Teams
- Encourage positive change where appropriate. Address and resolve any conflicts within the Teams
- Recruit and appoint members to the Management Team which is then approved by the Steering Group
- Provide feedback on the performance of the Management Team and Steering Group on an annual basis
- Determine the structure of the Organisation and reviewing regularly to ensure it is fit for purpose



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- Ensure that the Teams have the right balance of skills, knowledge and experience needed to govern and lead the Organisation effectively, and which also reflects the wider population of parent carer forums
- Work within any agreed policies adopted by the Organisation

External relations

- Act as an ambassador for the cause and the Organisation
- Maintain close relationships with key members of the Government and with other key influencers and stakeholder groups
- Act as a spokesperson for the Organisation when appropriate
- Represent the Organisation at external functions, meetings and events
- Facilitate change and address any potential conflict with external stakeholders
- Develop new opportunities for the Organisation

Efficiency and effectiveness

- Chair relevant meetings effectively and efficiently, bringing impartiality and objectivity to the decision-making process
- Ensure that Management and Steering Group members are fully engaged and that decisions are taken in the best, long-term interests of the Organisation and that the Teams takes collective ownership
- Foster, maintain and ensure that constructive relationships exist with and between the Teams
- Monitor that decisions taken at meetings are implemented

Communication and co-production with membership

- Ensure that the membership's voice is heard and understood when leading and managing the NNPCF
- Ensure that NNPCF developments are communicated effectively to the membership

Additional information

The above list is indicative only and not exhaustive. The Co-Chairs will be expected to perform all such additional duties as are reasonably commensurate with the role.

Co-Chair Person Specification

The Co-Chair must be a current member of the Steering Group to be eligible to apply for the role. In addition to the qualities required of a Steering Group or Management Team member, the Co-Chair must also meet the following requirements:

Personal qualities

- Demonstrate a strong and visible passion and commitment to the Organisation, it's strategic objectives and cause
- Personal gravitas to lead a significant national Organisation
- Exhibit strong inter-personal and relationship building abilities and be comfortable in an ambassadorial role
- Demonstrate tact and diplomacy, with the ability to listen and engage effectively
- Strong networking capabilities that can be utilised for the benefit of the Organisation
- Ability to foster and promote a collaborative team environment
- Ability to commit time to conduct the role well, including travel and attending events out of office hours

Experience

- Experience of operating at a senior strategic leadership level within an Organisation
- Successful track record of achievement through their career
- Experience of Organisation governance and working with or as part of a Teams of Trustees/Board members or similar
- Experience of external representation, delivering presentations and managing stakeholders
- Significant experience of chairing meetings and events

Knowledge and skills

- Broad & detailed knowledge and understanding of the SEND (Special Educational Needs and Disability) sector and current issues affecting it
- Able to develop the objectives and priorities of the NNPCF based on the Teams' and membership input



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- Good understanding of the NNPCF book of work, stakeholders and work streams
- Financial management expertise and a broad understanding of the Organisation's finance issues
- Good understanding of the Organisation's governance issues
- Strong leadership & interpersonal skills
- Strategic thinking and problem-solving abilities
- Ability to motivate and bring people together
- Excellent planning and organisational skills

Terms

The Co-Chair must be a serving Steering Group member. The Organisation's Co-Chair will serve a four-year term to be eligible for re-appointment for one additional term, in addition to the maximum two terms standing as a Steering Group/Management Team member.

The post will involve lone working and working out of normal office hours. It will also involve some local, and national travel and occasional over-night stays.

Communications Lead Job Description (Management Team role)

Reporting to:	Co-Chairs
Location:	Home based
Hours:	Up to 48 days per annum. To be reviewed each year as a part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.



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Employment status: Employee appointed by the Co-Chairs and approved by the Steering Group. Attendance at Steering group meetings but may be required. This role does not carry voting rights in Steering Group decisions

Role purpose

Managing and overseeing activities across our various communication channels and functions, working closely with the Contact/relevant DfE (Department for Education) appointed organisation's Communications lead.

Key responsibilities

Strategic leadership

Working with the Co-Chairs, Management Team and Steering Group

- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Develop/deliver the Communication Strategy across the entire spectrum of communication disciplines including media and public relations, internal communication, brand marketing, advertising, marketing, digital and social media and production of materials
- Develop effective communication with member forums and their membership
- Report on and analyse all aspects of communications
- Develop key messages, lead on creating and maintaining appropriate and consistent language and terminology across all media
- Act as a 'brand guardian' ensuring consistency across all internal and external communications
- Identify issues that could potentially damage the Organisation's reputation and recommend actions to mitigate this risk
- Keep up to date on best practice within the SEND sector generally and particularly changes to communications innovation, legislation and codes of practice
- Work in partnership with the Head of Parent Carer Participation at Contact and Contact's Digital and Communication teams, or alternate contract holder, to co-ordinate key national messages and identify opportunities for shared communications

Publications

- Lead on developing communications materials, including the Annual Report
- Co-develop and distribute regular e-joint bulletins/newsletters to promote publications, program activities, events and other key information

- Oversee the management of a case study database

NNPCF / Contact conference and webinars

- Work with the conference planning group (includes Contact) to plan, deliver and review the annual conference
- Work with the Steering Group, Management Team and Contact to plan, deliver and review the webinars

Digital website

- Take responsibility for the development of website content.
- Post approved website content
- Publish regular scheduled updates (e.g. summary steering group minutes, monthly activity summaries, local area inspection announcements)
- Write and commission website content as appropriate to publicise the work of the NNPCF and relevant sector developments

Social media

- Manage and develop social media presence across Facebook and Twitter, and other relevant apps, sourcing and sharing newsworthy information from across the sector.
- Post approved social media content
- Monitor activity on social media platforms, alerting steering group and management team to any relevant activity
- Own, develop and implement NNPCF social media guidelines

Publicity and media

- Increase the Organisation’s profile across media, and with influencers and other organisations
- Develop relationships with target media representatives to promote the key objectives of the NNPCF
- Write releases, articles and statements
- Respond to and/or sourcing the correct person to respond to requests from the press for comments, views and supporting information and maximise opportunities for further engagement on relevant topics
- Support other NNPCF staff with any communications required

Internal communications

- Own and maintain communications approach



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- Monitor NNPCF closed social media groups ensuring the correct membership and compliance with group policies
- Ensure the communications approach facilitates two-way upward feedback from Forums to the Management Team and Steering Group
- Develop and maintain the NNPCF communication grid
- Analyse all aspects of communications on a quarterly basis and prepare a report for Steering Group on relevant communications activity including key messages and feedback from social media and other channels

Supplier management

- Manage relationships with suppliers of services essential to communication work, e.g. Conference/AGM, annual report

Finances

- Prepare and monitor annual communications budget

Other

- Take an active part in the NNPCF's external events
- Support NNPCF Steering Group and Policy lead on implementing surveys of membership
- Support the onboarding of NNPCF staff with relation to communications matters
- Support any fundraising, services, education and public affairs activities
- Participate in cross-functional projects
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.



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Communications Lead Person Specification

Personal qualities

- Remains calm under pressure
- Exercises sound judgement
- Is fair, ethical and considered
- Can stand back and reflect before responding
- Can “read” people and situations quickly and effectively
- Able to demonstrate through their communications they understand and can support their target audience

Experience

Desirable

- Communication and marketing experience in the charity/SEND sector
- Media management experience and competency
- Experience of managing/supervising volunteers
- Campaign management experience

Knowledge and skills



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Essential

- Sound knowledge and skills in using/exploiting digital and social media
- Excellent communication skills, proven in both writing and verbally
- Experience of working in partnership with other organisations
- Possess an excellent understanding of the needs of our sector and the PCFs
- Ability to work independently and as part of a small team
- An ability to deliver effective presentations
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision making
- Ability to write copy and press releases
- Experience of pulling together case studies through different mediums
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The role will be reviewed annually, with the budget being set each year.

The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.



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Information Technology Lead Job Description (Management Team role)

Reporting to:	Co-Chairs
Location:	Home based
Hours:	Up to 36 days per annum. To be reviewed each year as a part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.
Employment status:	Contractor appointed by the Co-Chairs and approved by the Board. Attendance at Steering group meetings may be required. This role does not carry voting rights in Steering Group decisions

Role purpose

Managing and overseeing the technology solutions used by the NNPCF. This includes the software, data and hardware tools used by the organisation and managing key IT supplier relationships. Ensuring that the organisations IT infrastructure is fit for purpose and developing and delivering the organisations IT strategy.

Key responsibilities

Strategic leadership

- Working with the Steering Group and Management Team to help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Develop and own NNPCF IT architecture and strategy

Technology platforms

- Ensuring That the NNPCF has access to the right technology and software platforms to deliver its plans. This includes:
 - Microsoft office
 - Website infrastructure
 - E-mail system and email accounts
- Procure and maintain technology products and licences as required
- Ensure that NNPCF board members, management team and national representatives have access to the right tools perform their roles
- Ensure that any tools used are compliant with contract requirements and any relevant government regulations or standards



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- Monitor usage of NNPCF IT platforms and produce any relevant information data and feedback (e.g. social media reach, website hits)

IT Equipment and Hardware

- Source and procure IT equipment needed by the NNPCF to deliver its plans
- Maintain NNPCF asset register

Data

- Ensure that NNPCF data is held in a secure way and processes are GDPR compliant
- Maintain NNPCF files sharing solutions (e.g., SharePoint)
- Ensure data backups are held in a secure way that meets the organisation's, regulatory and contract requirements
- Act as NNPCF Data Protection Officer for GDPR compliance

Support

- Provide first level support to NNPCF staff and contractors in the event of IT issues
- Provide first level training to NNPCF staff and contractors to ensure that they can use the agreed technology tools
- Ensure that the employee handbook is up to date for technology matters
- Support the onboarding of new staff to ensure that are set up on the relevant IT systems and have the right IT tools
- Monitor NNPCF e-mail addresses (e.g., info@ email)

Supplier management

- Manage relationships with suppliers of services essential to IT work including hardware procurement and support services
- Maintain NNPCF subscriptions to services (e.g., Zoom, Menti, WordPress)

Finances

- Prepare and monitor annual IT budget

Other

- Participate in cross-functional projects
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.

Personal qualities

- Organised, structured way of working
- Able to take responsibility for processes and execute them reliably and effectively
- Able to confidently take and implement decisions
- Is fair, ethical and considered
- Exercises sound judgement

Experience

Desirable

- Experience of managing technology platforms including WordPress, Microsoft office, e-mails, social media
- Working knowledge of technology hardware and products
- Knowledge of data solutions, processing and storage (e.g. SharePoint) including GDPR regulations
- Experience of managing technology suppliers
- Experience of managing/supervising team members and volunteers

Knowledge and skills

Essential

- Sound knowledge and skills in using/exploiting digital and social media
- Experience of working in partnership with other organisations
- Possess a good understanding of the needs of our sector and the PCFs
- Ability to work independently and as part of a small team
- An ability to deliver effective presentations
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision – making
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The role will be reviewed annually, with the budget being set each year.

The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.



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Participation Lead (Management Team role)

- Reporting to:** Co-Chairs
- Location:** Home based
- Hours:** Up to 40 days paid per annum to be reviewed each year as part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.
- Employment status:** Employee appointed by the Co-Chairs and approved by the Steering Group. Attendance at Steering group meetings but may be required. This role does not carry voting rights in Steering Group decisions

Role purpose:

Ensuring the vision, mission, objectives and priorities of the NNPCF is fully understood by the National Representative team, that they are fully engaged and feel supported to effectively deliver this agenda; managing and overseeing activities across our various work stream areas and locations. Using their skills and knowledge to evaluate requests for NNPCF attendance at meeting against the priorities of the Organisation

Key responsibilities

Strategic leadership

- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Ensure that the National Representatives team remains a core part of the NNPCF team and provide them with a space in which they can communicate and seek advice.
- Set the longer-term strategic aims and objectives for the national rep work

Operational management

- Review the activities and work requests of the NNPCF to ensure that they will deliver our objectives and priorities and prioritise the right work streams (and conversely de-prioritise others) accordingly in conjunction with the NNPCF co-chairs and Contact or subsequent contract holder's administrative support
- Assign an appropriate person to each work stream with the right experience, skills and "seniority" (NNPCF national representative, Steering Group member or Co-chair) using a transparent process



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- Ensure good communication (including appropriate reports and information from representative work) between National Representatives, Steering Group members and co-chairs as appropriate (e.g. written reports or briefings at Steering Group Meetings)
- Communication with National Representatives (including helping to organise and facilitate at least one National Representative day each year and share themes and issues identified with the SG (Steering Group), National Representatives and membership)
- Provide a report to the Steering Group and Management Team on National Representative activity and key issues and themes prior to each meeting
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF
- Responsibility for the NNPCF health and safety policy

Team Management

- Lead and co-ordinate the selection process for NNPCF Steering Group members and National Representatives
- Conduct regular reviews with each national rep to ensure they are engaged and are performing consistently
- Ensure virtual lines of communication are clear, open and transparent
- Ensure National Representatives utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF
- Resolve any issues concerns quickly and sensitively

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.



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Participation Lead Person Specification

Personal qualities

- Able to nurture and motivate individuals
- Is fair, ethical and considered
- Is empathetic and sympathetic
- Shows understanding of supporting individual needs, as well as that of the team as a whole
- Influential and charismatic
- Able to confidently take and implement decisions

Experience

Desirable

- Previous track record of successfully managing virtual teams
- Experience of developing effective, two-way internal communication structures amongst teams

Knowledge and skills

Essential

- Excellent interpersonal skills,
- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the NNPCF book of work, stakeholders and work streams
- Excellent people management skills (effectively managing the pool of national representatives)
- Possess an excellent understanding of the needs of our sector and the PCFs
- Effective planning and organisational skills
- Ability to work independently and as part of a small team
- An ability to deliver effective presentations
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision – making
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop
- Ability to deliver training and source trainers as necessary

Terms



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Appointment will be for one year, to be reviewed annually with the budget being set each year.

The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.

Policy/Consultations Lead (Management Team role)

Reporting to:	Co-Chairs
Location:	Home based
Hours:	Up to 24 days paid per annum to be reviewed each year as a part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.
Employment status:	Contractor appointed by the Co-Chairs and approved by the Steering Group. Attendance at Steering group meetings but may be required. This role does not carry voting rights in Steering Group decisions

Role purpose:

To work with members of the Steering Group and other stakeholders to translate the “lived experience” of parent carer forums and their members, into NNPCF policy, “Position Statements” and “Talking Points.” A key part of the role will also be to help inform relevant Policy debates via the development of clear and coherent arguments, reinforced as appropriate by statistics and data. The aim should be to maintain and enhance the NNPCF’s reputation as a credible organisation which can act as a trusted partner in all relevant SEND Government policy discussions. Consultations?

Key Responsibilities

Strategic leadership

- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Understand relevant legislation and political, social and legal developments and context that impact on members
- Understand the “lived experience” of SEND of our membership. This will be through various ways:
 - Talking to members
 - Feedback from other regional Steering Group members
 - Surveys
 - Media articles
 - Statistics and data
- Highlight consultations that are relevant to the NNPCF and our members
- Review these upcoming consultations and determine how the NNPCF should prioritise and engage with each

Operational management

- Provide policy analysis, development and research on matters related to the needs of the NNPCF membership
- Work closely with the Participation Lead to find the most suitable National Representative to execute policy/consultations brief and to keep the National Representative team apprised of the latest policy developments /consultations
- Maintain existing policy and talking point documentation
- Draft new policy, "Position Statements" and "Talking Points" documentation as required
- Draft consultation responses with appropriate input from membership, gain sign off and submit agreed responses
- Liaise with Contact Policy Officer/Lead as appropriate
- Collaborate with the Communications Lead to develop appropriate communication to Forum members
- Work with other policy leaders in the sector as appropriate Provide support (including information and advice) as necessary to our member Forums
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

External stakeholder management

- Representing the NNPCF at meetings with policymakers and other stakeholders
- Work closely with the Communications and Participation Leads and others to ensure the NNPCF's position on key matters of interest is effectively and accurately transmitted to internal and external stakeholders.

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.

Policy/Consultation Lead Person Specification

Personal qualities



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- Able to work on issues that can raise complex political challenges in a non-partisan, calm manner
- Is fair, ethical and considered
- Influential and charismatic
- Able to confidently take and implement decisions

Experience

Desirable

- Previous experience of SEND policy areas
- Previous experience of report writing for a range of potential audiences.

Knowledge and skills

Essential

- Excellent interpersonal skills,
- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the NNPCF book of work, stakeholders and work streams
- Ability to quickly grasp complex policy issues and summarise them effectively and confidently to both expert and non-technical audiences
- Good technical understanding of the SEND environment including law and policy, key news, facts and statistics
- Ability to translate specific examples and experiences into broader policy
- Ability to listen to membership through a variety of channels
- Good written communication skills to make NNPCF's key points in a clear and persuasive way
- Possess an excellent understanding of the needs of our sector and the PCFs
- Effective planning and organisational skills
- Ability to work independently and as part of a small team
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision – making
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The Appointment will be for one year, to be reviewed annually with the budget being set each year.



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The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.



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Finance and Operations Lead (Management Team role)

- Reporting to:** Co-Chairs
- Location:** Home based (some travel will be required)
- Hours:** Up to 30 days paid per annum to be reviewed each year as a part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.
- Employment status:** Employee appointed by the Co-Chairs and approved by the Steering Group. Note: candidates need not have been previous or current Steering Group members. Attendance at Steering group meetings may be required. This role does not carry voting rights in Steering Group decisions.

Role purpose:

To work with members of the Steering Group and other stakeholders to manage the financial, compliance and administrative affairs of the NNPCF. This will include responsibility for maintaining financial records and liaising with external stakeholders such as accountants, auditors, payroll administrators, legal advisers as well as official agencies such as HMRC and Companies House.

Key Responsibilities

Strategic leadership

- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Work with the steering group and management team to prepare the NNPCF business plan for each year
- Work with the steering group and management team to prepare the NNPCF budget for each year
- Oversight of NNPCF policies and procedures – responsibility for ensuring they are up to date and recommending any changes to NNPCF steering group.
- Procurement of key administrative and compliance services including:
 - Accountant / Auditor
 - Payroll
 - Insurance
 - Any legal advice required

Operational management

Responsibility for the financial management of the NNPCF including:

- Reviewing the maintenance of NNPCF accounting records produced by Contact
- Reviewing bank reconciliations
- Making bank payments as authorized
- Authorisation responsibility for payments up to a limit set by NNPCF steering group as a part of the annual budget process
- Preparation of monthly management accounts for review by the management team
- Preparation of termly management accounts with associated commentary for review by the NNPCF steering group
- Preparation of NNPCF billing or invoices as required
- Maintaining key data in timesheet system
- Sign off time input into timesheet system as required
- Maintain NNPCF asset register

Responsibility for Compliance for the NNPCF

- Management of preparation of NNPCF compliance reporting including:
 - annual financial report (accounts)
 - NNPCF annual returns (including companies house, Office of the CIC regulator)
 - Tax returns
 - Payroll
 - Pensions

External stakeholder management

- Liaising with key service providers including:
 - Accountant / auditor
 - Payroll provider
 - Insurance agent / provider
 - Any legal services
- Oversight of relationship with key government agencies including
 - HMRC
 - Companies House
 - Office of the regulator of Community Interest Companies
- Close working relationship with key contact staff such as programme administrator, programme officer, head of participation.
- Liaising with key partners consortium partners on HR, legal, accounting, contract reporting matters

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.

Finance and Operations Lead Person Specification

Personal qualities

- Organised, structured way of working



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- Able to take responsibility for processes and execute them reliably and effectively
- Able to confidently take and implement decisions
- Able to work on issues that can raise complex political challenges in a non-partisan, calm manner
- Is fair, ethical and considered
- Influential and charismatic

Experience

Desirable

- Experience of working in a managerial “resources” role – for example finance, HR
- Knowledge and understanding of parent carer forums, coproduction and SEND

Knowledge and skills

Essential

- Excellent interpersonal skills,
- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the NNPCF book of work, stakeholders and work streams
- Strong knowledge of book-keeping, accounting, compliance and HR requirements
- Good Microsoft office (especially excel) skills
- Effective planning and project management skills
- Ability to work independently and as part of a small team
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision – making
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The Appointment will be for one year, to be reviewed annually with the budget being set each year.

The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.



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NNPCF Administrative Support Job Description (Management Team role)

Reporting to: Co-Chairs
Location: Home based
Hours: Up to 36 days per annum. To be reviewed each year as a part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.

Employment status: Employee appointed by the Co-Chairs and approved by the Steering Group. Attendance at Steering group meetings may be required. This role does not carry voting rights in Steering Group decisions

Role purpose

Supporting the NNPCF steering group and management team in performing the administrative functions of the NNPCF. This may include some support with diary and document management.

Key responsibilities

Administrative support for the running of the NNPCF

- Maintain the management team work plan. This includes the management team action points list and the one year forward look of upcoming events (e.g. conferences) and activities (e.g. annual reports filing)
- Update and maintain NNPCF policies to ensure that they are fit for purpose and reviewed on a regular basis by the NNPCF steering group (note NNPCF steering group remains responsible for content and approval of all policies)
- Update and maintain NNPCF process documentation including process maps (e.g. documentation of the payroll, accounting and closed social media group update process)
- Maintain NNPCF documentation and files sharing tools – ensure that file directories are appropriately used and key documents are stored in the right place, accessible by the right people
- Update and maintain Citrus HR system providing support for staff to access as needed.
- Support the management of Health and Safety within the organisation.
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- **Support for the NNPCF management team**

- Support the participation lead in organizing and supporting the work of the national representatives team
- Support the communications lead in maintaining NNPCF social media group memberships
- Support the communications and IT leads in monitoring NNPCF e-mail addresses (e.g. info@ email address)
- Support the NNPCF IT lead in maintaining NNPCF e-mail system and e-mail accounts (e.g. assigning accounts to new staff)
- Support NNPCF IT lead to ensure data security and appropriate data back-ups
- Support the communications lead in reviewing feedback from social media platforms
- Supporting the NNPCF finance lead and cochairs in preparing contract and KPI reporting

Support for the NNPCF steering group

- Support NNPCF staff in completing timesheets if required
- Support NNPCF staff in completing expenses forms if required
- Support NNPCF staff with diary management if required (e.g., helping to find times that people are available using doodlepoll)

Other

- Take an active part in the NNPCF’s external events
- Support any fundraising, services, education, and public affairs activities
- Participate in cross-functional projects
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.



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NNPCF Administrative support – personal specification

Personal qualities

- Organised, structured way of working
- Good interpersonal skills
- Able to manage several different activities, projects and priorities
- Able to take responsibility for processes and execute them reliably and effectively
- Able to confidently take and implement decisions
- Is fair, ethical, and considered
- Influential and charismatic

Experience

Desirable

- Experience of working in an administrative role
- Knowledge and understanding of parent carer forums, coproduction and SEND

Knowledge and skills

Essential

- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the work of parent carer forums
- Good Microsoft office skills
- Effective planning and project management skills
- Ability to work independently and as part of a small team
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms

The role will be reviewed annually with the budget being set each year.



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The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.



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Regional Steering Group Member

Reporting to:	Co-Chairs
Location:	Home based
Hours:	Up to 30 days per annum to be reviewed annually as part of the budgeting process. Pay rates for this post will be reviewed on an annual basis.
Employment status:	Employee of the NNPCF CIC

Role purpose:

To listen, understand and represent our Parent/Carer Forum members, regionally. To develop cohesion, best practice and provide informal support to NNPCF members across the region. Seeking and acknowledging the contribution from those forums and sharing this best practice within, and across regions. Equally, to promote and support the work of the NNPCF through the Network's vision mission and objectives, working collaboratively with colleagues across the regions to build positive, constructive working relationships.

Key Responsibilities

Strategic leadership

Working closely with the Co-Chairs, Management Team and other Steering Group colleagues,

- Listen to and understand the lived experience of families with children/young people with SEND through/within our Parent Carer Forums
- Translate this understanding into national policy and positions and priorities in conjunction with other Steering Group members
- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Represent these policy positions to influence regional and national stakeholders
- Feedback to regional PCFs on regional and national work
- Develop and maintain best practice across the organisation promoting a culture of continuous improvement
- Provide two-way feedback between the Steering Group and the Forums about regional and national developments and challenges
- To support and enable the NNPCF to continue to raise its profile and effectiveness in achieving the continuing improvement of policies and services affecting families with SEND
- To represent the NNPCF at national events and on Steering Groups/meetings



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- Collaborate with colleagues to define and articulate strategies to achieve the vision of the NNPCF
- Help shape the vision, mission, objectives and priorities of the NNPCF and how this translates into the work we do
- Influence stakeholders to achieve results that are in the best interest of the NNPCF
- Contribute to the delivery of associated performance targets / KPI's.
- Utilise timesheet tools and appropriate file sharing systems to record work schedules, reports of meetings and personal activities on behalf of the NNPCF

Working with local forums and regional partners

- Build positive relationships with Parent Carer Forums and other regional stakeholders across the relevant region and acting as a link to promote shared learning and good practice
- Support opportunities for regional forums to meet termly
- Distribution via email of communications sent by the NNPCF Communication Group, including alerting members to the Steering Group headlines (on the website) and requests for information
- Provide regular regional updates which highlight key issues for local areas which could be shared with for example, the Department for Education as well as other regional and national stakeholders, to ensure they remain alert to key issues and concerns
- Collate regional responses to feedback to the NNPCF to inform a national response to a range of requests including consultation, existing and emerging policy and feeding back resulting outcomes

External stakeholder management

- Represent the NNPCF at meetings with policymakers and other stakeholders
- Work closely with the Communications and Participation Leads and others to ensure the NNPCF's position on key matters of interest is effectively and accurately transmitted to external stakeholders

Additional information

The above list is indicative only and not exhaustive. This role will be expected to perform all such additional duties as are reasonably commensurate with the role.

Company directors

Steering Group members will have the option of being appointed as directors of the National Network of Parent Carer Forums CIC. The NNPCF is incorporated as a community interest company (number 1236344). The directors of the company are legally responsible for its running and for submitting information to the authorities on time.

In some circumstances, people are not allowed to become company directors (e.g. if they are bankrupt or have been barred). To find out more about these see [Company director disqualification - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/company-director-disqualification)

The NNPCF is an inclusive organisation and understands that many parent carers face different challenges. If you are unable or chose not to be a company director, you can still be a steering group member involved in the policy, strategy and operation of the NNPCF. However, you will not be able to execute the responsibilities of the directors.

For more information see [Being a company director - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/being-a-company-director)



National Network of Parent Carer Forums

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Regional Steering Group Person Specification

Personal Qualities

- Able to nurture and motivate individuals
- Is fair, ethical, and considered
- Is empathetic and sympathetic
- Shows understanding of supporting individual needs, as well as that of the team as a whole
- Influential and charismatic
- Able to confidently take and implement decisions

Experience

Desirable

- Previous track record of successfully managing virtual teams in complex matrix environments
- Experience of developing effective, two-way internal communication structures amongst teams

Knowledge and skills

Essential

- Must be, or have been a parent or carer of a child/young person with SEND
- Excellent interpersonal skills
- Good understanding of the objectives and priorities of the NNPCF
- Good understanding of the NNPCF book of work, stakeholders and work streams
- Excellent people management skills
- Possesses an excellent understanding of the needs of our sector and the PCFs
- Effective planning skills
- Ability to work independently and as part of a small team
- An ability to deliver effective presentations
- Excellent organisational skills with the ability to manage own workload, work independently and achieve results without close supervision
- Experience of strategic and operational decision – making
- A commitment to work in accordance with the principles of equality and diversity
- A flexible approach and willingness to learn and develop

Terms



National Network of Parent Carer Forums

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- The role will serve a four-year term to be eligible for re-appointment for one additional term.
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- The post will involve lone working and working out of normal office hours. It will also involve some local and national travel and occasional over-night stays.

Appendix 1: Election process for NNPCF co-chairs

This appendix should be read in conjunction with the NNPCF co-chairs role description in the main body of this document.

NNPCF co-chairs are elected from the NNPCF steering group using the following process:

1. Elections for the cochair role will take place 6 months before the end of the tenure of the cochair that is stepping down. This is to allow time for a handover and mentoring of the co-chair elect.
2. Candidates wishing to be considered for the role of NNPCF co-chair should submit a 2 page summary (A4 sheets using a font no smaller than 12 point) describing how they meet the skills, experience and knowledge requirements of the NNPCF co-chair role description and person specification. This should be done at least two weeks prior to the steering group meeting at which the election of co-chair will take place. These will be shared with the steering group, two weeks before the steering group selection meeting.
3. The candidates will be asked to present to the NNPCF steering group for up to 7 minutes at the selection meeting on their suitability for the role of co-chair. The presentation may have paper handouts but may not be presented electronically. Candidates will draw lots to determine the order of the presentations.
4. Following the presentations, the NNPCF administrator will conduct a secret ballot of NNPCF steering group members (one vote per member) to determine the new co-chair. If an NNPCF steering group member is not able to be present, they may e-mail the NNPCF administrator ahead of the ballot to cast their vote. In the event of a tie, the sitting NNPCF co-chair has the casting vote.
5. Candidates and steering group will be informed of the result of the vote immediately and the new co-chair will take office as soon as the existing co-chair steps down.

Appendix 2: Management Team selection process

This appendix should be read in conjunction with the NNPCF management team role descriptions in the main body of this document.

NNPCF management team are appointed by the NNPCF co-chairs. They may ask other members of the steering group or NNPCF support (e.g. Contact staff) to help in this process as required.

1. Vacancies for management team roles should be publicised through the appropriate channels, this may include (but is not limited to) the NNPCF closed Facebook page, an all forums e-mail, through NNPCF regional meetings and the NNPCF website. Note that management team members do not have to be current or previous NNPCF steering group members.
2. Candidates wishing to be considered for a management team role should submit a C.V. and a two page summary (A4 sheets using a font no smaller than 12 point) describing how they meet the skills, experience and knowledge requirements of the NNPCF management team role description and person specification.
3. The NNPCF co-chairs will review any applications and conduct any interviews they consider to be necessary. NNPCF co-chairs will determine the format and medium for any interviews.