

Job Description

Project Manager: Proactive Intervention and Prevention Programme (PIPP)

About Us

Community Action Norfolk is an independent charity.

Our role is to help build a stronger and fairer Norfolk through support, empowerment and strategic partnership with voluntary, community and social enterprise organisations. We do this by:

- Harnessing the value of connecting people and services in the communities of Norfolk.
- Supporting people to make a positive difference by providing information, advice, training and support for positive outcomes in the communities of Norfolk.

We provide direct support to around 500 Voluntary, Community and Social Enterprise (VCSE) organisations a year across Norfolk with everything from funding advice and governance support to engagement and needs identification.

We are the main organisation supporting the engagement of VCSE organisations in Norfolk. Through this we aim to build a positive dialogue between the VCSE sector and other key partners to collaboratively achieve the best possible outcomes for the people of Norfolk.

Fairness is an important part of our work. We want to ensure Norfolk is a fair place for all, whoever they are, wherever they live. In a county where 53% of the population live in rural areas, rurality remains an important part of this.

We run a wide range of programmes and projects from housing advice through to supporting people with cancer. Most of our delivery is undertaken in partnership with other organisations.

The Role

Focussed on the redesign, delivery, and monitoring of the Proactive Intervention and Prevention Programme (PIPP), the Project Manager role oversees work in North Norfolk and Breckland Districts, with supplementary activities taking place in West Norfolk.

The Project Manager is the Proactive Intervention and Prevention Programme Project Lead, responsible for ensuring the effective day-to-day delivery of the service across Breckland and North Norfolk. You will oversee a team, including Project & Engagement Officers (CAN Staff), and Life Connectors (external partners) who will take project direction from you, you will manage and deliver triage and case allocation, monitor delivery, support learning and development, lead on local community solutions, and coordinate performance reporting. You will work closely with delivery partners and system stakeholders to ensure the service remains responsive, person-centred, and impactful.

Key Responsibilities

Manage triage and case allocation

- Co-ordinate the delivery of triage calls across all team members (including yourself).
- Receive referrals from external partners and conduct checklist-based triage to categorise clients into three complexity tiers.
- Manage caseload deployment to ensure equitable distribution and timely support, with consideration to staff specialism.

Redesign and adapt delivery

- Adapt delivery to enable new referral methods, and identify opportunities to streamline working, focussing on meeting reporting outcomes whilst shaping and monitoring delivery.
- Review triage and intervention data weekly to spot trends and adjust workforce deployment.
- Meet regularly with Life Connectors to review intervention plans, ensuring appropriate and proportionate support.
- Use data and insights to respond to emerging needs, risk factors and demographic changes.

Lead learning and development

- Facilitate Review Panels and the Strategic Advisory Boards, tracking feedback and adaptations in an implementation log.
- Represent delivery partners at system level and support the overall function of the Advisory Board.
- Facilitate ongoing two-way feedback between Review Panels and Strategic Advisory Boards, ensuring that insights and data lead to timely improvements.
- Support and enable the Project and Engagement Officers (PIPP) to develop their roles within the project.

Lead on community development solutions

- Oversee the deployment of the flexible community commissioning fund (£10k per district, per year).
- Identify and progress opportunities to support existing groups or commission new activities where service gaps exist.
- Work with local partners (e.g. district councils, VCSEs) to develop services such as Safe at Home interventions or community cafés.
- Monitor the delivery, impact and sustainability of community-based activities.

Monitoring and evaluation

- Collate monitoring data and produce reports for internal use and the Strategic Advisory Board.
- Track sustainability indicators such as follow-up outcomes and re-engagement rates to inform service improvements.

Undertake such other reasonable tasks as the Chief Executive Officer may from time to time require.

Management

The Project Manager: Proactive Intervention and Prevention Programme (PIPP) will be line-managed by the Operations Manager.

Terms of Appointment

This is a 37 hours per week contract finishing on 26th October 2027, subject to the availability of funding. It is anticipated that this will be a 4-year programme ending in 2029 however funding has only been confirmed until October 2027, and an extension is not guaranteed and therefore does not form part of the contract. The job will be based at our Dereham offices with the expectation that a proportion of your time will be spent out within communities.

Salary is £28,501

The organisation is authorised to deduct per annum:

- **Holiday taken in advance of accrual**
Where an employee has taken annual leave in excess of their accrued entitlement at the date of termination of employment, the employer reserves the right to deduct the monetary equivalent of the excess leave taken from the employee's final salary payment.
- **Recovery of training costs**
Where the employer has funded significant training costs and the employee leaves employment before completing any agreed minimum service period, the employer may deduct the outstanding balance of those costs from the employee's final salary, in accordance with any applicable training agreement.

Holidays are 23 working days per annum (increasing annually to a maximum of 28), plus 8 Bank Holidays.

There is a contributory pension scheme.

The role requires an amount of travel and access to your own car is an essential requirement.