

Richmond upon Thames Council for Voluntary Service (RCVS)

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Head of Capacity Building
Reporting to:	Chief Executive Officer
Line Management:	3 staff members
Contract:	Permanent (subject to funding)

Purpose of the Role

This is a practical, hands-on leadership role at the heart of Richmond CVS's work with local charities and community groups. The postholder will lead our support to voluntary, community and social enterprise (VCSE) organisations across the borough – helping them to grow stronger and more sustainable.

The main focus of the role is to strengthen the fundraising skills and income generation of local organisations, alongside providing high-quality advice on governance, planning and strategy. The role requires curiosity, creativity and strong problem-solving skills to help organisations find practical solutions to real-world challenges.

Richmond CVS already works with a range of experienced consultants and trainers and has an established suite of training resources. The postholder is not expected to be an expert in every aspect of charity management. A key part of the role is to coordinate and facilitate this support, drawing on specialist expertise where needed, while providing direct advice particularly in relation to fundraising and the fundamentals of good governance.

Working with a small, passionate team, you will deliver support, facilitate learning and manage projects that make a real difference to grassroots groups.

Key Responsibilities

Organisational Support

- Provide practical tailored advice and support to VCSE organisations on governance, fundraising, income generation, and strategic planning.
- Help groups to identify funding opportunities and develop strong, realistic funding applications
- Support organisations to become more sustainable and resilient
- Develop clear resources, toolkits and guidance
- Ensure all support is inclusive and accessible

Training & Events

- Oversee and coordinate a high-quality programme of training and learning opportunities
- Work with an established network of external trainers and consultants to deliver specialist training
- Facilitate meetings, workshops and network events where appropriate
- Develop new learning opportunities based on emerging needs
- Maintain and develop existing Richmond CVS training materials and resources
- Promote peer learning and collaboration across the sector

Project & Programme Management

- Lead and manage capacity building projects from start to finish
- Ensure projects are delivered on time, within budget and to agreed outcomes
- Monitor and evaluate impact and produce reports for funders
- Oversee external consultants and specialist support ensuring quality and consistency
- Identify opportunities for new funded projects

Leadership & Team Management

- Lead and support a small, committed team
- Coordinate workplans and priorities
- Provide supervision, support and development for staff

Partnerships & Stakeholder Engagement

- Build strong working relationships with Richmond Council, the NHS and other partners
- Represent Richmond CVS at meetings and networks
- Facilitate networking and collaboration across the VCSE sector
- Encourage digital skills and innovation across the sector

Income Generation & Operations

- Lead on income generation for capacity building work
- Contribute to funding bids and proposals
- Support budget planning and financial monitoring
- Ensure compliance with organisational policies and procedures

PERSON SPECIFICATION

Essential Criteria

Experience & Knowledge

- Significant experience of working within the VCSE sector
- Strong practical experience of fundraising and bid writing
- Experience of helping organisations improve income generation and sustainability
- Experience of managing or supervising staff or volunteers
- Experience of developing, coordinating or facilitating training and learning opportunities

- Good understanding of the principles of charity governance and good management practice
- Confidence in using digital tools to support organisations

Skills & Abilities

- Excellent communication and presentation skills
- Strong problem-solving skills and a solutions-focused approach
- Curiosity and a genuine interest in understanding organisational needs
- Ability to build positive relationships with a wide range of stakeholders
- Ability to recognise when specialist expertise is needed and work effectively with external trainers and consultants
- Strong organisational and time management skills
- Ability to manage multiple priorities and meet deadlines
- Commitment to equity, diversity and inclusion

Desirable Criteria

- Knowledge of the Richmond upon Thames VCSE sector
- Experience of working with local authorities or the NHS
- Experience of grant assessment or management
- Understanding of charity law
- Experience of hybrid working environments and flexible team management
- Relevant qualification in fundraising, charity or project management

Personal Qualities

- Curious and keen to learn
- Resourceful and solution-focused
- Approachable and supportive
- Passionate about the VCSE sector
- Flexible and willing to get involved where needed