

# **Community Development and Innovations Team Manager**

## **Job Description**

### **REPORTING TO:**

Director of Operations

### **SALARY:**

£35,298 per annum

### **WORKING HOURS:**

37.5 hours per week

### **MAIN PURPOSE OF JOB:**

The successful applicant will be responsible for the delivery of Community Development and Innovations at SPEAR. They will continue to build on an existing skills and wellbeing programme, working to ensure everyone in our services has the chance to build the skills and confidence for an independent life.

The Programme supports people who are experiencing homelessness, including rough sleepers and those in temporary accommodation, into a range of education, employment, training and wellbeing services in the boroughs of Sutton, Merton, Wandsworth, Richmond and Kingston.

The Community Development and Innovations Team Manager will work in conjunction with SPEAR's Director of Operations to ensure targets set out by funders are delivered. They will be responsible for the oversight and training of their staff team and manage the central budget for the Programme.

### **SPECIFIC DUTIES:**

- Line manage the Springboard Team Leader to support them in the effective delivery of high-quality support around education, employment, training and wellbeing for people aged 16-25 experiencing homelessness.
- Line manage the Peer Mentoring and client Service Involvement Team to oversee the delivery of an in-house Peer Mentoring Programme and client Service Involvement Groups (SIGs).
- Line manage a Digital Worker to plan, implement and oversee the delivery of a new digital inclusion project at SPEAR.
- Lead on partnership building in all five boroughs, creating pathways and referral routes for people experiencing homelessness into employment, education and training. Liaise with the local job centres, colleges and universities to expand the options for clients at SPEAR.
- Organise workshops for clients in collaboration with external partners to help people experiencing homelessness to build independent living and pre-employment skills.
- Connecting clients with external training such as college courses and local community activities to improve employability and wellbeing
- Answer staff queries around education, employment, training and wellbeing and signpost staff to the appropriate internal and external services.
- Deliver training sessions to staff to upskill their knowledge around education, employment, training or volunteering pathways for people experiencing homelessness.

- Link clients with employment partners and volunteers to develop their employability – employment partners and volunteers can support with writing CVs, applying for jobs, preparing for interviews and understanding role requirements.
- Manage staff workloads and ensure that adequate staffing cover is provided at all times. Ensure that effective assessments, referrals and reviews are carried out.
- Undertake training and other duties under the direction and supervision of your Line Manager.
- Continue to review and develop residential skills, community engagement, digital and financial inclusion programmes.
- Effective liaison with relevant community agencies, funders, employers, education providers and volunteers.
- Maintain accurate records of work undertaken on our client database Inform and use appropriate monitoring and evaluation tools.
- Manage a Programme budget to ensure it is spent in line with funding agreements.
- Be responsible for the recruitment of staff in line with funding requirements.
- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Health and Safety Representatives.
- Participate in staff management and support systems in line with SPEAR's policies and procedures, including induction and supervision.
- Run regular team meetings and handovers, sharing information with other SPEAR teams in line with SPEAR's confidentiality policy.
- Represent SPEAR appropriately at all times, and work professionally with external agencies.

#### **PERSON SPECIFICATION:**

##### **ESSENTIAL:**

- Experience of working with people that are homeless or living in temporary accommodation or at risk of homelessness (such as sofa surfers at risk of rough sleeping)
- Experience of motivating complex and diverse client groups to engage with support
- Experience of managing frontline staff and performance management
- A self-starter attitude with strong organisational skills. The ability to work within a team and on your own initiative.
- An understanding of confidentiality and professional boundaries. The ability to represent SPEAR appropriately in all situations, and to work professionally with external agencies.
- Good communication skills, both written and verbal. The ability to engage and build trusting relationships with SPEAR's staff, volunteers, partners and clients.
- IT skills, including competence with word processing, recording data and email, and the ability to learn how to use new IT applications.

##### **DESIRED:**

- Experience of creating or running programmes of work around: developing life skills, employment + training opportunities, financial and digital skills, community engagement or similar.
- Experience of delivering training programmes to staff, clients and volunteers.
- Experience of writing reports for funders and budget management.
- An understanding of and commitment to Equal Opportunities.
- The ability to relate positively to people from a wide range of backgrounds and cultures.
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.
- A commitment to learning and continuous improvement.
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally.
- An understanding of the need for timely and accurate record-keeping and the ability to keep accurate records of work.

## **HOW WE SHOW OUR ACTION IN OUR VALUES AT WORK?**

### **Working Together – we work effectively with others**

- share knowledge and skills – approachable and accessible
- willingly support colleagues to achieve their goals
- engage in straight talking – clear and constructive
- work with service users, partners, staff and volunteers to offer the best possible service

### **Aspirational – we aim high, aspiring to the very best outcomes for our clients**

- make our clients feel listened to and important
- are passionate about excellent customer service
- prioritise activities to do what is important for our clients

### **Respectful – we respect everyone, regardless of their background or circumstances**

- acknowledge diversity and respect others
- challenge colleagues who don't respect these behaviours
- encourage feedback in all forms and take feedback on board
- demonstrate honesty and integrity in everything we do
- do what we say we will do – keep our promises

### **Determined – we work tirelessly to support people experiencing homelessness**

- deliver the basics – right first time
- take responsibility for sorting issues and meeting deadlines
- make things happen
- approach our job with enthusiasm

### **Visionary – we are always willing to take a new approach**

- set challenging goals
- take time to review, learn and improve the way things are done
- take responsibility for personal development