

Post title:	FW Senior Programmes Lead
Hours:	Full-time (negotiable)
Contract:	Permanent subject to funding
Salary:	£33,100 to £37,500 depending on experience/skills plus 6% employer contribution to pension
Line Manager:	CEO, Faithworks
Internal links	Key FW projects including Life Centres/Foodbanks, CMA centre
External links	Key local partnerships including local churches, Access to Food Partnership, financial resilience partnership

What is this role about?

We at Faithworks (FW) long for people to find new personal resilience when life has been hard; we help people at the point of crisis and then work alongside them on the journey out of crisis, helping to build new personal resilience so that they never go back to such a crisis again. We long to see new community resilience in our local neighbourhoods where homelessness and food insecurity are effectively ended, and where everyone is within 15 minutes of a place of practical support, friendship and God-inspired hope – we call these Life Centres.

We do this through a whole raft of projects linked to food, finance, homelessness and lone parent families. Each project provides practical help in a safe space where there is time for our teams to listen to people's stories, and offer support there and then (without just passing on a leaflet). Our commitment to serving the whole person, means we will work with churches in each project so that for those who want to, there is spiritual support as well.

We have exceptional and talented project managers – this role is about being the glue to ensure that different projects deliver in their own right, and also dovetail beautifully so that the “guest” gets the best possible support from the whole of FW, and from key partners.

This role will initially cover the life centre/foodbank, Community Money Advice, and financial resilience projects; but others may be added where there is a good fit.

Success in this role:

Above all, success is seeing FW provide our guests with the best possible chance of getting out of crisis. But it will also include

- Staff and volunteers in the relevant projects feeding back that they are equipped, supported and heard so that they can sustainably do their jobs
- Partners (statutory, voluntary and faith based) are clear on how we collaborate, and there is regular communication about the difference it makes, and new ideas
- The general public knowing all about the help that is available, and the difference that this work makes – we'll be great at telling stories of hope.

We would also love to see creative thinking as to the future ways in which we can meet these needs – so the job-holder will also be good at inspiring and delivering on new approaches.

Duties and responsibilities

1. **Oversee, equip and enable leaders of key FW projects** to deliver excellent outcomes for “guests” within a supportive culture, including specifically:
 - a. **Line Manage (but not micro-manage) a team of project leaders**, creating a safe space for working through challenges, identifying training to help in their roles, and ensuring that the FW culture, values and approaches (especially with regard to safeguarding and health and safety) run through all projects;
 - b. Work with the teams to produce and report on the **outcomes** for individuals, ensuring we communicate our impact in numbers and stories
 - c. Work with the teams to find effective ways to understand and develop the **experience of volunteers and of those living through crisis**; find ways to respond and develop new ideas from these
 - d. Ensure all activities are carried out in a **safe and sustainable** manner, including full compliance with all Safeguarding, lone working and H&S policies. Ensure excellent risk assessments are in place and all risks identified are appropriately managed
 - e. Work with project leads to develop an annual strategy for their project, and agree **budget and funding plan** to deliver this; regularly review finances with them
 - f. Chair regular **internal review meetings** with each project lead, linked trustee etc. to assess outcomes, financial situation and safeguarding approaches
2. **Work across projects to develop the FW “offering”**, and to work more effectively and efficiently, including specifically:
 - a. Facilitate sessions that **bring project leads together** to share ideas, good practice, resolve issues and build team work;
 - b. Develop with project leaders **clear processes about working together, removing duplication**, and ensuring these are understood and followed
 - c. **Encourage prayer** and mutual support across projects and with the rest of FW
3. **Plan and Deliver new projects**, including specifically:
 - a. Working with local teams, ensure any **capital or operational change projects** are delivered on time and to budget, seeking funding and other resources as required
 - b. Identify FW projects that could fit into new settings (e.g. financial resilience team into a life centre); work with local teams to plan, fund, find capacity and integrate to the benefit of local “guests”
 - c. Seek appropriate **additional life centre sites where needed** (especially foodbank satellites or churches in key areas) and work with local volunteers to successfully develop those centres (working with other FW teams as appropriate)
4. **Promote FW’s work and strengthen partnerships**, including specifically:
 - a. Ensure we meet nationally required standards where we are part of a **national franchise** (e.g. CMA)
 - b. Work with local teams (esp. at life centres) to run **regular “discovery” sessions with churches, agencies and businesses** to share project progress, identify opportunities to join up working that creatively adds to how we together support people in each area

- c. Work with local teams and the core church partnership team to build strong links, activities and support with **local churches**; lead services, prayer times etc in relevant churches
- d. Build strong links with **key partners**, identifying ways to work together better for the guests, and contribute to key partnerships including Access to Food, Financial Resilience and national IFAN

Common duties for all staff:

- Adhere to all FW policies and procedures; ensure budgetary compliance;
- Represent FW and exemplify its values and the servant life of Christ in building positive relationships with local faith, voluntary and community groups, other charities and statutory agencies;
- Undertake any other duties commensurate with the role as requested by the CEO.

Skills, competences and experience shall include:

We're looking for "character" and "chemistry", as well as competence.

So, we're looking for this range of skills:

1. Managing a programme: Able to "keep the main thing, the main thing"; can get things done, keep to a timetable, produce tangible results, keep activities safe and organised, and do it all with minimum of fuss. Able to achieve great results but with humility;
2. Emotional Intelligence: Discerns how people (church leaders, partners, staff and volunteers) are wired up and finds ways to bring the best out of them; understands how to lift the mood in a meeting and what an individual needs at a given moment – not officious or easily angered;
3. Managing Partnerships: a facilitator; able to build coalitions and find agreed steps forward; able to resolve issues with tact and positivity; keen to learn from others;
4. Influencing and Networking: Inspiring; able to "cast" a vision and help people get on board without taking over; a great communicator verbally and in writing, finding the right way to bring people into the network; can unite people from different churches;
5. Managing Staff: get the best out of a range of skills and temperaments; a coach, supporter and leader; helps people do more than they thought possible;
6. Managing information: Able to create simple ways of demonstrating progress... and communicate it; comfortable with working with financial info;
7. Managing Risk: understands safeguarding and H&S: not afraid to raise and escalate issues if activities are not safely run for all concerned;
8. Prayerful: turns to prayer easily but with "gentleness and respect" to those in the teams;
9. Managing self – will go the extra mile for the work, able to juggle tasks, but also understands how to "refill the bucket" so as not to burn out.

Your experience should include:

- Leading a project team(s) to deliver a successful outcome on time, in full and to budget, including excellence in prioritising, working in partnership, and building a team;
- Evidence of how you have influenced people to do more than they thought possible, and evidence of how you have built a network of people to achieve shared goals;
- Evidence of working in and with local churches, understanding the additional benefits that Christians bring to working with the vulnerable;
- Experience of successful partnership working to successfully deliver a common goal;
- Some experience of working with those facing personal crisis or difficulty;

You'll need good ICT skills, and the ability to travel round the area. And it would be desirable if you had knowledge of the local voluntary and community sector.

And this is the sort of person that we are looking for:

- Passionate about helping those in need in the community, and able to articulate how Christians play a special role in the community
- High levels of personal maturity that are demonstrated in the ability to resolve issues quickly, and maintain personal discretion, balance and calmness;
- Resilience to keep going even when there are challenging issues to deal with; but wisdom to know when we can do no more for a client individual;
- A friendly yet efficient style and can establish a rapid rapport with people;
- Able to model a high standard of integrity to volunteers, partners and clients;
- A self-starter – can take initiative; but also has a willingness to learn new skills as systems and needs develop;
- Able to juggle many different tasks successfully, but without turning it “into a drama”
- Flexible and always thinking about ways to improve the service.
- A personal commitment to the Christian faith (as defined by the Apostles' Creed) as functions within this role will require knowledge and personal experience of the Christian faith, and will be promoting the organisation's Christian identity*;

*This post is subject to an occupational requirement that the holder be a Christian under Part 1 of Schedule 9 to the Equality Act 2010

Please note that anyone applying for this role may require a criminal records check from the Disclosure & Barring Service, as working with potentially vulnerable volunteers.