



JOB DESCRIPTION

Job title	Head of Community Programmes
Salary	C. £45,000 per annum
Hours of work	35 hours per week
Accountable to	CEO
Responsible for	Community programmes project leads (direct reports), the community services team and volunteers
Liaison with	Leadership Team, Finance Team, other staff, funders, commissioners, partners and service users
Job purpose	To have overall responsibility for all community programmes and projects at the Abbey Centre, ensuring they are managed and delivered to budget and meeting all internal and external objectives; to develop the community programmes to ensure they meet the needs of residents and diverse communities. To deputise, as appropriate, for the Abbey Centre's CEO. To provide financial and management information to monitor progress towards strategic goals. To contribute to the strategic review of the charity and the implementation of the new strategy once agreed.

Specific responsibilities

Staff management

- Provide inspiring leadership to the community programme team
- Ensure that all community services staff and volunteers are recruited, inducted, trained and managed in line with best practice and the Abbey Centre's published policies and procedures
- Provide all direct reports with six-monthly performance and learning/development objectives, six-monthly appraisals, regular formal supervisions and regular weekly one-to-one meetings, in line with the Abbey Centre's staff appraisal system
- Chair quarterly meetings for the community services team, attend bi-monthly all-staff team meetings and fortnightly senior management team meetings
- To oversee the management and support volunteers and work experience students assigned to community programmes

Finance

- Create and monitor, on a monthly basis, a detailed budget for each community programme, providing information to the Head of Finance in a timely fashion for the production of monthly management accounts
- Review the monthly management accounts to identify variances to the budget with an explanation for each programme, and for the community programmes in general
- Raise obvious discrepancies and variances as soon as they become apparent
- Assist the Head of Finance and Business with reconciling cost recoveries from restricted income on a monthly basis and at year-end
- Ensure all projects are managed and delivered on a “full cost recovery” basis, so that all management, staff and overhead costs are included – at the fund raising, inception and delivery phases
- Provide financial information to the Head of Finance to assist with the production of the annual budget

Community Programme Management

- Continually review the overall community programme at the Abbey Centre to ensure it meets the needs of the diverse communities of south Westminster, in line with the organisation’s charitable objects
- Ensure there are regular needs assessments of both users and the local community
- Work with partners and stakeholders to ensure the Abbey Centre remains up to date with developments in the local and wider community sector, and informed about changing community needs
- Develop and maintain partnerships with appropriate voluntary and statutory organisations and service providers to improve the Abbey Centre’s community programme, through co-delivery, integration of services or hosting third party services, where appropriate
- With the CEO, review and determine the priority needs for funding and then:
 - Take a lead on identify funding to support existing programmes and new ones that will meet identified needs
 - Develop and submit tenders for commissioned services to fund community activities at the Abbey Centre, seeking input from the CEO where appropriate
 - Assist the CEO with the development and submission of funding applications to trusts and foundations
- Ensure each programme has a project plan and is monitored in-line with funding agreements ensuring KPIs are monitored and reported on in a timely fashion, and all reports are submitted ahead of deadline
- Provide evidence of programme outputs and outcomes and review service delivery in light of these
- Oversee community programme staff in:
 - Ensuring all relevant information is recorded in the Abbey Centre’s CRM system, Upshot
 - Regularly seeking the feedback and views of service users
 - Ensuring that all programmes, services and activities comply with the Abbey Centre’s published health and safety, safeguarding, equalities and other

relevant policies and procedures and current legislation (in particular, ensuring that there are up-to-date risk assessments in place for all activities)

Supporting the CEO

- Act as an ambassador for the work of the Abbey Centre and champion its charity objects
- To support the CEO and Leadership Team prepare regular updates and reports to the Board of Trustees and external agencies as required attending meetings as required
- To support, attend and, at times, lead regular staff and Leadership Team meetings
- Anticipate the CEO's reporting requirements, to the Board of Trustees and external agencies, through the regular provision of financial and programme monitoring information; or respond to requests for reporting information
- Actively promote the Abbey Centre's policy and procedures, particularly – but not limited to – safeguarding, equal opportunities, health and safety and data protection, always leading by example
- Be in a position to provide cover for the CEO in the event of his unexpected absence with a minimum of disruption to the organisation's operations, including, but not limited to:
 - Attending Trustee meetings and fulfilling governance requirements
 - Attending external meetings with community organisations, partners, commissioners, funders and others as appropriate
 - Ensuring the financial sustainability of the charity over a limited period of time
 - Ensuring staff are managed in line with the charity's policies and procedures
 - Ensuring all contractual obligations are met

Strategy development

Play an integral role in the development and implementation of the Abbey Centre's new strategy by working closely with the CEO and Board of Trustees in developing the community programme to respond to the findings of the 2022 needs assessment; and by working with the CEO in developing a fundraising strategy for the delivery of existing and new services.

The list of responsibilities in this job description may change from time to time after consultation with the post holder. Other duties may be required of the post holder from time to time.

Benefits

Subsidised lunch, interest-free season ticket loan, 23 days annual leave (plus public and statutory holidays), and contributions of 6% of salary into stakeholder pension scheme.

Person specification

A minimum of three years' experience in a similar role within the voluntary and/or community sector, to include:

- Planning, developing and managing community programmes and services to meet identified and evidenced needs, including assessing needs and consulting with diverse and deprived communities
- Working with diverse, disadvantaged and marginalised groups and communities
- Managing, motivating and developing staff
- Contributing to organisational strategic planning
- Partnership working with organisations from both the voluntary and public sector
- Developing and managing financial planning and budget monitoring systems
- Developing and submitting funding proposals (grants and contracts)
- Producing monitoring and evaluation reports for a range of funders/commissioners and presenting these internally at board level

Skills and competencies

- Ability to lead and inspire a staff team and work with other staff members, supporters, volunteers, service users and suppliers and relate to them in a sensitive and professional way consistent with equalities principles
- Ability to identify and meet the training and development needs of direct reports
- Ability to develop, adhere to and optimise use of corporate policies, procedures and systems
- Understanding and commitment to delivering excellent customer care in a service environment
- A good team player with a flexible attitude and proven ability to work in a team
- Excellent written skills, including the ability to write articulate and persuasive reports and proposals
- Excellent oral communication skills with the ability to communicate effectively at all levels
- Excellent project management skills, ideally with evidence of professional development in this area
- Financially literate with a sound understanding of budget setting and management, and cash flow forecasting
- Independent and able to organise own workload and to work without supervision for periods of time
- Able to determine own work priorities, yet with sound judgement about when to seek input from line manager
- Able to anticipate organisational and staff needs and important issues before they become problematic
- Excellent IT skills and experience of the Microsoft suite of office software (competent in the use of Excel is essential)
- Accurate, efficiency and able to prioritise and manage own time effectively

The post holder must be committed to the aims and objectives of the Abbey Centre and to supporting staff, volunteers and service users in line with these.

Please note that this role will be subject to an enhanced check through the Disclosure and Barring Service.