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Health and Wellbeing Programme Manager

Job Description and Person Specification

Reports to: Director of Health and Wellbeing Strategy
Salary: £35,000 per annum (pro rata)
Hours: 28 hours
Duration: Fixed-term contract to 31st March 2020
Probation: Three months
Based at: 12 Orsman Road, London N1 5QJ
Holiday: 30 days + bank holidays (pro rata)

Shoreditch Trust is a charity which supports and empowers communities to tackle inequality and exclusion across deprived and disadvantaged neighbourhoods in the London Borough of Hackney. Adopting a person centred approach, our initiatives empower people to make choices about their health and wellbeing by providing people with practical experience, a fresh perspective, skills, knowledge and motivational support towards healthy living.

The primary role of the Health and Wellbeing Programme Manager is to oversee the teams delivering the Community Connections and the Food for Life programmes. Supporting and working alongside the Community Connections Assistant Project Manager and the Food for Life Assistant Project Manager, the Health and Wellbeing Programme Manager will manage performance and quality of delivery, ensure effective reporting and nurture development of the delivery teams.

Alongside this, the Health and Wellbeing Programme Manager will support the Senior Leadership Team and work with Project Managers in identifying opportunities for growth and informing responses to commissioning and grant funding opportunities for all projects. They will also closely work with Project Managers and the Communications Manager to optimise the service user experience by reviewing existing tools and approaches and the ways in which the different Shoreditch Trust projects interact with each other and support their clients.

Community Connections offers one-to-one support to make positive changes to all Hackney residents aged 18+, with a bespoke programme that offers additional support to people aged 50+ who are experiencing social isolation or feeling cut off from their communities. Emerging from the Hackney Health Hubs pilot that ran from 2014 and 2016 and built on health trainer foundations, Community Connections is currently jointly funded by the London Borough of Hackney and the Big Lottery through Connect Hackney. It is delivered by an Assistant Project Manager and four Community Coordinators, based across four regions in the borough, who support people to make positive life changes, reconnect or meet new people, discover local places, learn new skills or improve wellbeing.

Food for Life delivers a range of healthy eating group activities to Hackney residents of all ages. Combining a detailed knowledge and understanding of nutrition with a facilitated and peer-supported person-centred approach, the team aims to provide participants with the skills, knowledge and confidence to improve their relationship with food and enhance their health and wellbeing.

1. Strategic project management of Community Connections and Food for Life
 - Lead performance review meetings with commissioners and funders;
 - Report on project performance for external partners and internally to the Board;
 - Iterate, refine and improve monitoring and evaluation priorities, responding to project and client needs;
 - Oversee the sustainable growth of the Community Connections programme and team across existing sites and new sites, in line with funding requirements and in response to strategic opportunities;
 - Maintain a good working knowledge of public health issues relating to Community Connections and Food for Life.

2. Performance management and quality assurance
 - Ensure high standards of project delivery including client interaction and implementation of client-facing organisational policies and protocols;
 - Work closely alongside Assistant Project Managers to monitor and analyse project performance using project databases;
 - Ensure that project data is up to date and meets the standards required of the organisation and the project funders;

3. Team support and development
 - Adhere to and ensure the implementation of organisational team, line management and clinical supervision procedures;
 - Lead team meetings and represent organisational priorities and developments to the team, ensuring that all staff are informed and contribute to organisational development;

- Line manage the Assistant Project Managers and provide the resources to ensure their continued professional development;
 - Implement, monitor and ensure compliance with organisational policies and procedures including health and safety, risk management, financial control, procurement and safeguarding;
 - Work with the Project Managers to identify opportunities for cross-project working, joint materials and sharing of best practice;
4. Development of strategic priorities and project integration
- Work closely with Project Managers and the Senior Leadership team to identify and explore opportunities for strategic growth including through fundraising, contracts and grants;
 - Identify and develop opportunities for project development and consolidation both internally alongside other Shoreditch Trust projects and externally with like-minded organisations;
 - Working alongside all delivery teams, reviewing tools, methods and approaches to working with clients and partner organisations to optimise the organisation's service offering;
 - Compile evidence of existing peer support approaches inform the development of the organisational Peer Support strategy;
 - Actively contribute to Strategic Leadership Meetings and Project Manager Forum meetings, demonstrating leadership, sharing best practice and enabling organisational improvements in relation to project management and delivery

Job requirements

- In order to be responsive to the community you will need to be flexible, working some evenings and occasionally weekends. Hours will be agreed on a mutually beneficial basis.

Confidentiality

- In the course of your work you will have access to personal information. All such information should be regarded as strictly confidential and the Project Coordinator will be required to comply with the Shoreditch Trust Data Protection policies.

Corporate responsibilities

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration
- Keep customer care as the major priority for service provision
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust

Safeguarding statement

Shoreditch Trust works with children, underserved young people and adults facing challenging circumstances in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

This policy extends to the treatment of all our service participants, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adult safeguarding.

This role involves managing projects that support people facing challenging circumstances on a daily basis and therefore requires a detailed understanding and informed implementation of the Shoreditch Trust Safeguarding Policy.

Please note that this job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Health and Wellbeing Programme Manager Person Specification

Education and professional qualifications

Essential

- Undergraduate degree or equivalent professional qualification

Desirable

- Qualification in project management

Experience

Essential

- Minimum five years of project management in a community sector, public-facing environment, with a proven track record of project design, implementation, management, evaluation and reporting;
- Supporting and line managing experienced delivery staff through the application of effective coaching and collaborative approaches;
- Performance management of and reporting on complex public-facing projects involving multiple funders and stakeholders.

Desirable

- Reviewing and analysing projects to assess and improve performance;
- Implementing policies and procedures to ensure compliance with legal obligations and best practice;
- Working in and enabling peer support approaches to project delivery.

Knowledge, skills and aptitudes

- An up to date understanding of the needs and complexities of a diverse inner city borough with high levels of deprivation and inequality;
- A good understanding of local and national health and social care structures and knowledge of policy drivers and changes in service delivery landscapes;
- Excellent leadership skills based on a strong collaborative approach and the ability to work creatively and flexibly with internal and external stakeholders;
- Strong ability to influence, negotiate and use sound political judgement;
- Strong analytical skills and the ability to absorb complex data and feedback from staff, partners and members of the public to inform performance;
- Excellent standard of written English with the ability to shape messages to meet a wide range of stakeholders including commissioners, funders and members of the public;
- Excellent attention to detail in both communication and implementation;
- A high level of IT literacy including a good working knowledge of Microsoft Office software;
- A strong interest in and commitment to the aims and ethos of Shoreditch Trust.