Job Description:

Community Activities and Centre Manager

Reports to: Tower Hamlets Community Manager

Direct Reports: Personal Networks co-ordinator, Outreach and Activities Assistant, Conversation Club Co-ordinator and Tower Gateway placement

Salary: £31,000

Working Hours: Full Time (open to jobshare) 9:30 – 17:30 (occasional evenings and weekends)

Location: 28 Commercial Street, London E1

Contract: Permanent

Toynbee Hall is a community organisation that pioneers ways to reduce poverty and disadvantage. Based in the East End of London, we work alongside people who live here, to tackle unfairness and make this a place where everyone has an equal chance to thrive. We take an asset based approach to our work, and believe everyone has something valuable to offer in the fight for a fairer London. What we learn from our work in London we use to influence change across the UK.

We have recently moved back into our historic halls, and have opened a brand new community and advice centre next door. Toynbee Hall has always run community activities, and over the past decade has concentrated it’s efforts on working with older people who might otherwise be isolated. Now we are in our new building we are keen to engage with the wider local community so everyone of any age feels like this is a place for them. We believe our centre has the potential to be a vibrant and inclusive space where people can come together to be creative, build relationships, celebrate local culture and work together to make this area the kind of place where everyone can have a full and fulfilling life.

To help this happen we are looking for a community focused manager to develop the centre, its programme of activities and build on our local connections to make it into a real community hub.

You’ll need to be a friendly, approachable person who knows how to listen. You’ll need the confidence to let local people influence the work you do, and to let them take control of how the space is used in a safe and inclusive way. You’ll be excited about bringing people together, and mindful that everyone gets heard not just those that shout loudest. You’ll be creative, full of ideas, and brave enough to try new things. And you’ll need to be organised enough to be able to record what’s happened in a way that satisfies our funders.

In exchange you’ll get to work in an organisation that really cares about the difference it makes. You’ll be part of a diverse team of staff and volunteers that are attempting to offer holistic support to the people of East London in order to make this a fairer place to live. You’ll be managed in a supportive way, encouraged to take risks and be creative. This is a great place to work. Come join us!

Job Purpose:

The post holder manages Toynbee Hall’s work with the local community, creating a welcoming and well used space in our community centre. Together with your team you will manage a programme of activities and outreach initiatives that bring local people together in a creative and enjoyable way. You will work closely with the Linkage Manager to ensure that the community centre meets local needs, and will make a real impact on isolation locally.

**Responsibilities and Accountabilities:**

**Core Responsibilities:**

1. Create a vibrant and welcoming venue for community activities in our centre
2. Manage the community and wellbeing team in a supportive and assets focused manner
3. Offer a creative and inclusive schedule of activities to people attending our centre
4. Increase the participation of local people in activities at the centre
5. Ensure activities are inspired by, designed with and where possible delivered by local people
6. Ensure everyone who comes to the centre is welcomed, and best efforts are made to meet their needs
7. Encourage an extension of the hours the centre is used by the community
8. Encourage a diverse usage of the centre by people of different ages, backgrounds and profiles.
9. Ensure that the centre makes a difference to the wellbeing of the people that use it, and measuring and evaluating this with the support of the Evaluation and Learning Team
10. Build relationships with other organisations to help people get the most out of living in East London
11. Work towards the overall goal of lessening isolation and inequalities in East London
12. Support volunteers to undertake meaningful activities at the centre, and develop their skills and confidence.
13. Look after the appearance and safety of the centre. Ensuring that it is safe and looks welcoming at all times.
14. Work within Toynbee Hall’s Policies at all times, and actively promote Safeguarding in the centre.
15. Submit monitoring reports to funders (with support from the Tower Hamlets Community Manager)

**General:**

1. Engage with and, where appropriate/agreed, lead the relationships with key partners in the sector
2. Contribute to the overall development and implementation of Toynbee Hall’s strategy
3. Build good working relationships across the organisation
4. Attend and work at participation events/meetings which will include regular evenings and weekend hours
5. To represent Toynbee Hall to external audiences
6. To undertake any other appropriate responsibilities that may arise

**Safeguarding and Safety:**

1. Ensure risk assessments and emergency plans are in place and reviewed for all events and activities, including online activities
2. Ensure safe working practices
3. Ensure that safeguarding incidents and accidents/ incidents are reported appropriately

**Managing Yourself**

1. Work to an agreed annual work-plan meeting targets and milestones
2. Prioritise and manage your own workload
3. Take responsibility for your personal development and seek out opportunities for support and development

Key Knowledge and Skills:

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Experience of line management of staff and volunteers | x |  |
| Experience of co-ordinating exciting programmes of activities that can be accessed by a wide variety of people | x |  |
| An understanding of how isolation can impact on people living in London and a vision for tackling this | x |  |
| Experience of innovating, and delivering creative solutions in partnership with groups of people. | x |  |
| Experience growing community use of or access to services/ spaces/ experiences | x |  |
| Experience of building relationships with people in order to support their needs | x |  |
| Ability to build and maintain successful partnerships with organisations, both through partnership agreements and informally | x |  |
| Ability to collect monitoring information and compile reports that show the difference that the community centre is making |  |  |
| Experience of supporting groups of people to design and run community focused projects and events | x |  |
| Experience of organising and running events | x |  |
| Good appreciation of safeguarding, health and safety in the workplace, data protection principles and equal opportunities | x |  |
| Excellent interpersonal and oral communication skills | x |  |
| Ability to work under own initiative whilst liaising closely with managers and colleagues | x |  |
| Ability to work to tight deadlines and with limited budgets | x |  |
| Skills, or qualifications in creative/ wellbeing fields that would allow you to directly run community activities yourself |  | x |
| Practical IT skills and knowledge of Microsoft Office | x |  |
| Ability to work flexible hours | x |  |

**Training**

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.