



Job Description:

When We Speak Programme Manager (Youth Action, Heritage and Arts Programming)



*this bit of street art was designed in collaboration between local young people and an artist resident at Toynbee Hall, to show the strong and powerful place young people want to have in making East London a place with equal opportunities to thrive and be happy.



Reports to: Head of Service Design & Delivery
Direct Reports: Youth Participation Officer, Heritage Officer,
When We Speak Curation & Communications Officer

Salary: 30,400 per annum (£38,000 FTE)

Working Hours: Part-Time 28 hours a week inc. one Saturday a month, regular Sunday and evening working (outside these requirements hours can be flexible around needs of the manager and the team)

Location: 28 Commercial Street, London, E1 6LS.

Contract Permanent

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Letter from Young Activist:

When We Speak Programme Manager (Youth Action, Heritage and Arts Programming)

Dear Candidate,

I think the When We Speak manager needs to be a creative problem solver. Be able to listen and adapt quickly, he/she needs to be agile as a lot of us have a lot of other commitments so being a point of call when it comes to our passion projects and activism would be amazing! Listening is great but knowing how to speak to us is probably that bit more important.

Champion us when we're doing well naturally, put our names in rooms full of opportunities. Sometimes play devil's advocate extracting the best of the best out of us from the great good. Passion and realness are super important. Professionalism is great but it's crucial we see you're just as real as we are. So times we may need you to be the logical voice of reason as some of us are really attached to our projects.

I think moulding into what Ed and Emma need would mean you'd be perfect; Ed knows what she is doing and Emma's efficiency is unmatched*. Be Kind. Be Confident & have conviction others, I (Brookemorgan) won't believe you! We can't wait to meet you.

Best Wishes,

Brookemorgan

*Ed will be your line manager, and you will manage Emma.





Letter from outgoing Heritage Manager: When We Speak Programme Manager (Youth Action, Heritage and Arts Programming)

Hello,

Over the last 4 years it has been a pleasure to work with Toynbee Hall's history as part of the National Lottery Heritage Funded redevelopment, to speak to people about their memories of Toynbee Hall and to share them with the community, and

I will miss it. It is essential the work related to heritage at Toynbee Hall remain relevant and useful to the community. That's why the merging of the youth and heritage teams is so exciting.

Toynbee Hall has been an influence in social policy and led social action in the fight for equality and inclusion for the financially excluded since its formation. It has further inspired an international movement of settlement houses, making it famous with students of social, community and youth work around the world.

This is an incredibly exciting and inspiring history to share. But there is also so much work still to be done in collecting and understanding Toynbee Hall's history outside of the big names and movements. Very little has been recorded in the organisation's archive of the role women or the local migrant communities have played in the organisation and how they have shaped its work.

For me, this is the exciting part: to learn these stories, see their relevance to people's experiences today and share them in the hope they provide inspiration or understanding.

Good Luck

Eleanor Sier

Heritage Learning and Participation Manager (outgoing)





Job Purpose:

When We Speak Programme Manager (Youth Action, Heritage and Arts Programming)

Job Purpose & Overview:

The When we speak programme manager will be responsible for building and developing our heritage, youth and residential volunteering programmes – with a strong focus on how people experiencing structural inequality have historically, and can continue to influence change. It's a really varied role so we are looking for a rights focused, creative thinker with bags of energy, amazing organisational skills and the determination to make things happen. This will be a challenging job, it will also be lots of fun and hugely rewarding for the right person

Your job is to be bold about claiming space and celebrating people who have historically been overlooked. In your hands our historical programme must show the impact that the diverse community we are centred in has had around here, our youth programme must be open to all and encourage building networks across cultures and experiences, whilst being honest about our resources and mentoring support being intended to even the playfield for people experiencing structural inequality. Our residential volunteering offer must bring in talented working class people and people of colour to live in our building – who will benefit from a year living in zone 1 rent free, and who will enthusiastically use the time to build connections locally, create alongside local people, and develop their practice.

This is a new role bringing together three of our most exciting programmes that are about celebrating and supporting brilliant people who create change. We are looking for someone who has the ability to manage heritage and cultural programmes, and who actively enjoys working alongside young activists and changemakers to support their development. You need to be able to work with and celebrate people who are unused to having a platform or being listened to without trying to shape their message or take credit for their achievements. People involved in our community work tell us they value working alongside people who share their lived experiences. As such we particularly welcome applications from people of colour, Disabled people, those who identify as LGBTQIA, working class people and migrants.

The tools you have at your disposal are your teams time, a budget for programming, small grants to young people and mentoring, and access to our online and actual space. You'll also get to draw on the experience and grow partnerships with organisations we have relationships with such as Arts Admin who are based next door. You'll be part of a friendly, can do and social justice obsessed team who love to collaborate. If you can make a success of this portfolio you will be enthusiastically supported to fundraise and grow it. You'll bring with you lived experience of structural inequality, a keen interest in the history of social movements, and the east end in particular, experience of building positive relationships, great organisation and record keeping skills, and the ability to fairly and supportively manage your team.



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About the organisation

Toynbee Hall is a community organisation that is working to build a fairer and happier East London in partnership with people who live here. 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.

When We Speak - Youth Activism Programme

'When We Speak' launched in October 2019 it supports young people to engage in power dynamics, and takes a rights based approach to supporting young people to influence change they want to see. Young people between the ages 15 to 25 attend rights based seminars around activism, stop and search and their rights generally, create projects that address issues they care about and are supported through mentoring, skills clinics, grants and use of Toynbee Hall's spaces and platforms to test their ideas.

You will both manage this team and work directly with young people to provide a strong and authentic role model for rights based practice. The youth team consists of a Youth Participation Officer, who recruits young people, matches them with mentors and helps them develop their project ideas and budgets, prepare to pitch for grants from us, and organise actions to deliver their projects. The When We Speak Curator and Communications officer also supports the young people to use Toynbee Hall's platform and develop their own, as well as leading on the technical administration and promotion of the projects monthly 'Volumes' where activists, campaigners and social justice pioneers share their experiences to support young people to know and defend their rights, engage with power structures and influence change. This role will also provide you with administrative & promotional support for the Heritage programme.





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The Heritage Programme

Our last heritage manager made our archive more accessible by putting it online, challenged the popularly held idea that only men were resident in our halls during the formative years of our organisation by researching our 'hidden women', and created a travelling exhibition celebrating the Bengali Communities achievements in making this area a safer, fairer and happier place to live.

You'll continue this tradition by focusing on building a programme of heritage exhibitions and events that highlight lifestories of people who have lived in and around the Halls focusing particularly on celebrating women and people of colour. You will show how our history and the history of people who have lived around here is vibrant and relevant. Recruiting and managing a Heritage Officer who will collect and compile oral histories of local people and past residents) and create exhibitions, online resources and events to celebrate and raise awareness their achievements, resilience, character and culture. You'll support them to curate our corridor gallery to ensure that relevant and exciting content is a draw to people across London.

You'll attend and promote 10 heritage open days a year, where local people will gather to enjoy the halls, and our gardens - these days will be run in partnership with the community team. 5 will be led by them based on community celebrations (Eid, Diwali, Jewish New Year, Chinese New Year and Christmas), and 5 by your team - one a youth festival and others a programme of your choosing.

Residential Volunteering

You will lead on our ambitious plans to reinvigorate our residential programme by attracting between 2-5 residential volunteers each year to undertake a year long programme in our building. In exchange for rent free accommodation in listed building in Zone 1, use of our spaces and a budget to undertake their work, these volunteers will work with the community to create art, journalism, events or community organising opportunities that celebrate and shine a light on the strengths, joys and capacity of the people that live in this area. You will ensure that this programme represents a genuine opportunity both for the community and for the residents. Weighing their commitment to the community with the importance of their time here giving them a chance to develop their own practice, networks and profile.





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Responsibilities and Accountabilities:

1) Support Young People to:

- a) Understand their value, and the value of their experiences and ideas
- b) Develop skills around rights based practice, project development and delivery
- c) Identify and challenge problematic structures
- d) Develop their own confidence and skill in influencing change and leadership
- e) Evaluate the effectiveness of their projects

2) To engage the wider population of East London by:

- a) Providing a vibrant programme of Heritage events, Youth Rights Seminars (Volumes) and exhibitions that are appealing and exciting to diverse audiences, reflecting the lives and experiences of people who live around here
- b) Recruiting a community panel made up of creatives, activists and heritage experts with strong local connections, who are representative of the local community and who will help build your programme and recruit residential volunteers.
- c) Supporting residential volunteers to work with the community to develop exciting opportunities/ events.
- d) Supporting the work of other local heritage organisations and actively seeking opportunities for partnership

3) To promote and safeguard our Heritage by

- a) Leading on our contemporary archiving and collection of oral histories, concentrating on respectfully and inclusively capturing voices and stories that are underrepresented in heritage settings and traditional archiving.
- b) Working with heritage, education and cultural establishments to bring people into the halls to learn about our history and that of local people
- c) Shape programmes of work with events, exhibitions and online content which showcases our vibrant history in relevant and engaging ways

4) To be effective in the role by:

- a) Effectively managing and supporting your team
- b) Managing and getting great value from your department budget.
- c) Ensuring that approved key messages are accurately reflected in all communications developed both internally and externally
- d) Applying Toynbee Hall's brand identity guidelines to ensure maximum marketing effectiveness and to support the team in their interpretation and application
- e) Managing safeguarding, project quality, risk, and evaluation processes
- f) Providing regular reports on projects for the Senior Management Team, and key funding/delivery partners



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General:

- a) Engage with and, where appropriate/agreed, lead the relationships with key partners in the sector
- b) Contribute to the overall development and implementation of Toynbee Hall's strategy
- c) Build good working relationships across the organisation
- d) Attend and work at participation events/meetings which will include regular evenings and weekend hours
- e) To represent Toynbee Hall to external audiences
- f) To undertake any other appropriate responsibilities that may arise

Safeguarding and Safety:

- a) Ensure risk assessments and emergency plans are in place and reviewed for all events and activities, including online activities
- b) Ensure safe working practices
- c) Ensure that safeguarding incidents and accidents/ incidents are reported appropriately

Management

- a) Develop a sustainable plan for delivering your portfolio of work
- b) Manage contractual agreement documentation of each project for audit processes
- c) Managing and developing project delivery staff and volunteers
- d) Ensure that all funders' contractual obligations are met
- e) Develop fundraising opportunities, and work with the fundraising team to leverage in the necessary resources and funding to run the programme
- f) Seek networking opportunities to disseminate and promote innovation and practice to potential funders or funding organisations
- g) Establish, where required, effective partnerships with other organisations

Managing People

- a) Build and support a high performing and successful team
- b) Ensure that Toynbee Hall's HR policies & procedures are adhered to an fully implemented
- c) Provide support and performance management to the team to enable staff to run their projects successfully
- d) Ensure that appropriate training and development opportunities are identified to support the team to meet their objectives and develop their skills and competencies

Managing Yourself

- a) Work to an agreed annual work-plan meeting targets and milestones
- b) Prioritise and manage your own workload
- c) Take responsibility for your personal development and seek out opportunities for support and development



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Key Knowledge and Skills

	Essential	Desirable
Experience working alongside young people in developing projects/ ideas	X	
Lived Experience of Structural Inequality	X	
Experience of putting on successful heritage/ cultural events	X	
Experience of expressing complex information in an interesting, accessible and accurate way.	X	
Experience in creating new audiences for information or events	X	
An active knowledge of social history, grassroots activism and community organising	X	
Experience working with archives (digital or actual)		X
Experience managing successful projects, and willingness to use recording and monitoring systems to monitor progress	X	
Experience motivating, organising and supporting others to thrive	X	
Experience of safeguarding and the holistic support of young people	X	
Experience of building and maintaining positive relationships which add value to the projects you run	X	
Experience and comfort being accountable for successful outcomes.	X	
Ability to work to tight deadlines and with limited budgets	X	
Practical IT skills and knowledge of Microsoft Office	X	
Ability to work flexible hours	X	

Recruitment Timetable

9am 13th October 2020 - deadline for applications

16th October - shortlisted candidates invited to interview

w/o 19th October - interviews. These will include a panel interview with Toynbee Staff team, a panel interview with young activists and local community members and a test.

Interviews are likely to be online - all details you need will be sent in advance.

If there are any adjustments we can make to give you your best chance to shine in the interview, please let us know at this stage. We'll do our best to accommodate all reasonable requests.

mid/ late November 2020 - Successful candidate starts work



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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. For this role in particular we know we are looking for a varied skill set. If you need advice and support to develop your practice to thrive in this role then a development plan will be part of your induction.

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.



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How we score and shortlist applications

We score applications without the front sheet, so we don't know any personal details about candidates before interview – all the shortlisting panel see is your previous experience, qualifications and your personal statement. The personal statement is by far the most important part of the application. We use a score sheet to fairly shortlist applicants. Basically we score against each point of a personal specification separately. You get 0 points if you don't mention it at all up to 3 points if your answer is amazing.

The best way to ensure your application scores well is to use the star technique. So for each point on the Personal Specification give an example of when you've done it. STAR stands for:

Situation (what was happening)

Task (what you were supposed to do)

Action (what you did)

Result (what was the result of your work)

The easiest way to score highly is to cut and paste the personal spec and then write one or two examples under each heading to show you've done that before. If you haven't done exactly that thing, but think you've demonstrated the skills you'd need somewhere else in your life mention that too, you don't just have to think about work experience, anything you've done across your life counts. Doing all of them in order makes it so much easier for us shortlisting. We often have lots of applications to get through – so it's really appreciated if you make it easy for us to score you well. Make sure you mention any item on the personal specification that has essential against it, even if it seems obvious to you that you'd have it.

Three different people will independently and without discussion score your application. Then once this is done they will meet to discuss and aggregate their scoring and agree who they want to meet. Normally the highest scoring candidates will be invited to interview.

If you are invited to interview you will be given information about the format of the interview, any task you'll need to complete, and who will be on the panel in advance. You will also be asked if there are any adjustments you would like us to make to give you the best possible chance to do well. Please let us know how we can support you to be as comfortable as possible in the interview environment.