Job Pack and Job Description:

Community Led Activities Manager

Reports to: Community Services and Cultural Programming Manager

Direct Reports:, ESOL Co-ordinator and Activities Assistant

Salary: £31,657.32

Working Hours: Full Time, regular evenings & weekends – Community centre hours 10am - 8pm

Location: 28 Commercial Street, London E1

Contract: Permanent

We actively welcome requests for flexible working/ job shares to this role.

Job Share details: You do not have to have identified a job share partner to apply to work this role on a shared basis. Any applicant interested in a job share will be offered the option of sharing contact details with other applicants interested in part time/ job share for the role. If you decide you could work together on the job you can email HR with your proposed working pattern & a request your applications are scored together.

Flexible working: Please detail what working arrangements would allow you to succeed in the role at interview.

**Job Pack Contents**

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* Personal specification
* An explanation of how to apply including how we score and shortlist applications, and how to tell us if you need us to make adjustments at shortlisting/ application stage to be fair to you.
* A recruitment timetable

A group of people sitting at tables

Description automatically generated with low confidence

1. **What is Toynbee Hall?**



**About the organisation**

Toynbee Hall is a community organisation that pioneers ways to reduce structural 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 try hard to make Toynbee Hall a great place to work – and you would be joining an outstanding, diverse team who have supported each other and shown great innovation and resilience over the past year and for many years before. We hope you are excited about applying for this role and to be part of our team.

You can read our most recent [impact report here](https://www.toynbeehall.org.uk/24/06/2021/read-our-new-2021-impact-and-strategy-report-building-back-fairer-and-happier/)

You can read more about what it is like to work at Toynbee Hall in [Our People report](https://www.toynbeehall.org.uk/05/02/2021/our-people-a-diversity-report-on-where-we-are-as-an-organisation/)

1. **Letter from Head of Services**

Hello and thank you for your interest in this role,

We’re really excited to be recruiting for a new Community Led Activities Manager.

Toynbee Hall opened our new community space in June 2019. The intention of this space is that it belongs to everyone who lives around here, and should be a vibrant place for neighbours to gather together for a shared purpose, be that pleasure, their health, to try and challenge unfairness, or create something new. Our previous manager has moved on to an exciting national role. In her time with us – she widened the programme on offer in partnership with local people, and ensured that over lockdown and beyond the community who gather here were supported and had as much social contact as possible, arranging catch up calls, creating a befriending service and supporting safe small social gatherings as soon as they were allowed. We are looking for someone who is similarly able to innovate and react when the world changes to maintain our relationships locally, and who is prepared to take a lead on transforming the way our space and resources are used by the community.

In your first months here we’re going to want you to do lots of listening, collective imagining and creating with local people. We want you to work out how your team and resources can be put to work supporting local people to shape the centre in line with their vision for it. The community centre is currently well used by a small group of local older people, many of whom attend every day. But there are lots of people who live around here who don’t use the space even though we know that free community space is a rarity around here. We need a community led activities manager who is brilliant at building new relationships alongside maintaining old ones.

The team you’ll be part of is doing amazing work - outside of your role in the communities team the team are delivering an ambitious heritage based cultural programme, designed by a local community decision making group made up of local people, managing befriending relationships for 90 vulnerable people and co-ordinating the borough wide Linkage project for older people. Within services as a whole there is a youth programme, heritage activities, and three advice teams supporting local people. We’re all concentrated on making the neighbourhood we are based in as fair and happy as possible.

Our vision is that this community centre truly belongs to local people, and that it and the resources to run activities here are invested by them, in them. That we train local people and then trust them to use the space safely for community benefit. That we fund activities that local people say they want to see, and where possible direct that funding to local people themselves, supporting any development or training needs that handover requires.

We want people to be able to come here to imagine and create what they need, AND if it turns out that other people want and need that too to find ways to pay local people for the skills and vision they put in to making things happen here. And we need a Community Led Activities Manager who is committed to making that happen.

You’ll need to be a friendly, approachable person who knows how to listen. 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.

You’ll need to understand that transfer of power is political, and be proud to be an advocate for what local people want from the space, both within the organisation and elsewhere. You’ll need to understand and be confident naming structural barriers to equality, and trying to build systems that eliminate them in your workstream.

It’s a big job. But an exciting and potentially transformational one. And you’ll have tools at your disposal, the space (shared with the youth and heritage team some evenings and Sundays), an activities budget, and a supportive and enthusiastic team.

In exchange for your time and efforts 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!

I look forward to reading your application

Warm wishes

Ed Archer

1. **What is the role?**

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**Responsibilities and Accountabilities:**

**Core Responsibilities:**

1. Create and maintain a welcoming, inclusive and safe space in the centre
2. Line manage your team, and provide management support to people who deliver activities in the centre to ensure people have good experiences here.
3. Managing the community activities budget.
4. Build respectful, friendly and trusting relationships with people and organisations in the neighbourhood and support your team to do the same
5. Together with people who live in the neighbourhood make and deliver a plan around how local people know about the centre and what goes on here, and how they can influence that. Reviewing and updating it regularly.
6. Support local people to imagine, commission and deliver a vibrant timetable of activities in the space
7. Ensure that the space is specifically meeting the needs of local children and families, older people, people who speak English as a second language, and anyone else who faces discrimination or structural barriers.
8. Develop your team, supporting them to actively seek opportunities to hand over power and control to local people
9. Consistently collect information to measure the impact of the space and resources you manage.
10. Ensure that we deliver the amount of support we are funded to, with the audiences named in the funding, while offering as much choice as possible within that.
11. Look after the appearance and safety of the centre. Ensuring that it is safe and looks welcoming at all times.
12. Maximise access to the centre. Increasing available hours to the community in safe, risk assessed way.
13. Submit monitoring reports to funders (with support from the Community Services and Cultural Programming Manager)

**General:**

1. Contribute to the overall development and implementation of Toynbee Hall’s strategy
2. Build good working relationships across the organisation
3. Take responsibility for setting working rotas, and ensuring all events/ activities have the level of staff input needed to be safe and effective. This will include working evening and weekend hours yourself regularly, both in proportion to what you ask of the team and where you think your presence is needed.
4. 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
4. Who we are looking for (Person Specification)

A good candidate will meet most of the essential skills and some of the desirable skills. You do not need a university degree for this role. We would like to see you draw examples from your professional work and daily life that may meet the skills, with a lot of emphasis on practical experience (both professional and lived).

If you need support translating your own transferrable skills and experience to fit the below list, let us know and we can arrange a conversation with you about the role.

Key Knowledge and Skills:

|  |  |  |  |
| --- | --- | --- | --- |
| We are looking for someone who can show us: | Essential/ Desirable | Why we need it | Where we’ll expect to see evidence of it |
| A strong connection to the local area and the communities within it | Essential | Toynbee Hall is based in an area of rich diversity, and many people who live around here experience disadvantage because of structural and societal unfairness.  Our experience has shown us that shared experiences with people who live around here, as well as a deep grassroots knowledge of the area will make it much easier to build trust and partnerships.  You should show us how you this in your response to the structured questions and in your stage 2 tasks. | This specification will be scored against both in your response to the reflective questions (particularly question 1) and at stage 2. |
| An ability to form strong and trusting relationships with a wide range of people and support your team to do the same. | Essential | The person doing this job will need to be able to gain the trust of people who are currently using the centre and make a plan to build new relationships with individuals in the local neighbourhood, working with their team to encourage more people to use the centre. | This specification will be scored against both in your response to the reflective questions (particularly question 2 & 4) and at stage 2. |
| The ability to speak a community language | Essential | People who use our community centre have told us that they value being fully understood. This means that we particularly value team members who can speak with local people in their mother tongue. | We would expect to see reference to the community languages you speak in your response to question 1 in your application. |
| Experience of supporting people to increase their control/ power in a space. | Essential | This job is about handing over decision making power over what is done in the community centre and with the resources for the centre to local people, in a way that is safe for and respectful of them.  We would expect whoever gets this role to be able to show experience of listening to people, supporting them to negotiate for themselves, or advocating for them so they have more control over something that is important to them. You may have gained this personally or professionally. | Question 2 of the reflective questions is looking for your experience of this.  It will be explored further in Stage 2. |
| Experience of supporting people to develop an idea or vision and make it into a reality | Essential | As community involvement in the centre grows, we hope people will trust us to approach us with ideas of what they really want to happen.  We want to be sure that the person we appoint supports people to identify what they really want, not just what they think is easiest for us to support them in. And then supports them to progress this without taking over. You may have gained this experience either personally or professionally. | Question 2 of the reflective questions is looking for your experience of this.  It will be explored further in Stage 2 |
| Ability to build and maintain relationships with organisations that benefit our local community | Essential | Toynbee Hall is one of many organisations in the neighbourhood who are seeking to support local people. These organisations have different relationships and expertise than us – so working together in a supportive way will help us all serve local people better. | This specification will be scored against both in your response to the reflective questions (particularly question 2 & 4) and at stage 2. |
| Ability to plan a project and work to that plan | Essential | This role is going to need to be able to plan and timetable what happens in the centre, making sure staff and resources are available when the community needs them. They will also be responsible for ensuring targets set by funders are met. This includes budget management. | Question 3 of reflective questions is where we expect to see evidence of this in your application.  There will also be exploration of this at stage 2. |
| Attention to detail and the ability to collect monitoring information and compile reports that show the difference that the community centre is making | Essential | Our organisation is working towards a fairer and happier East London. This role will need to know who is benefiting from the community centre and the activities that take place in it. What difference the centre is making, and if it’s the difference that local people want. They will need to feed back this information to funders, commissioners and local people. | Question 4 is where we’d expect to see evidence of this in your application.  There will also be exploration of this at stage 2 |
| Good appreciation of safeguarding, health and safety in the workplace, data protection principles and equal opportunities | Essential | A good knowledge and ability to work within guidance in these areas is a core part of keeping people safe at the centre. | We’d expect to see evidence of this in question 3 of your application |
| A demonstrable commitment to equality in both the community and the workplace | Essential | We’re working for a fairer happier East London. This means working towards equity in everything we do, and understanding how structural inequality impacts on everyone. | Question 1 is where we’d expect to see evidence of this in your application. |
| Experience of line management of staff and volunteers | Desirable | This role will directly line manage several team members. You will need to be able to do this fairly and respectfully. | This specification will be scored against both in your response to the reflective questions (particularly question 2 & 3) and at stage 2. |

1. How to Apply

The application process is broken down into two stages. If you have any questions about the role, process or need additional guidance to complete this application, please contact [application@toynbeehall.org.uk](mailto:application@toynbeehall.org.uk).

**Stage 1**

Please complete the application form that you can find in the job pack on Toynbee Hall’s website. **Please complete this with your personal details, work and education history. You do not need to complete the personal statement section as for this recruitment we are instead asking you to answer 4 key questions that will allow us to assess your suitability for the role.**  Upon completing the application, please return to [application@toyneehall.org.uk](mailto:application@toyneehall.org.uk) along with an attached document, video or audiofile for each of the core questions. Please label these, question 1, question 2 etc for ease of scoring.

Each question can be answered either in writing (up to 500 words each) or by audio/video submission (up to 3 minutes each**). Please review the personal specification before answering these questions as it contains guidance on which parts of the specification we will expect you to show evidence of in which questions.**

The personal specification is a list of skills and attributes someone will need in order to be able to do this job well. We have tried not to specify where you will have gained this experience because we want to see applications from anyone who has the ability to do this job. So if you can show that you meet the person specification by referencing experiences you’ve had in previous jobs, your personal life, through volunteering or working collaboratively in an informal way with friends and neighbours, then please tell us about that.

**The Questions**

1. **Tell us about your connection to the area in which Toynbee Hall is based, and the experiences you have that will enable you to build relationships with and offer support to local people.**
2. **Tell us about your experiences supporting people to achieve something that is important to them. We are particularly interested in experience working with groups of people, on achieving something they thought of themselves.**
3. **Tell us about your experience managing projects including how you ensured things were delivered on time and budget, and how you supported other members of the team.**
4. **Tell us your experience of assessing whether your actions have made a difference. We are particularly interested in how you’ve measure change, and impact, as well as how you find out what people think and feel about what has happened.**

If you are shortlisted\*, you will be invited to Stage 2.

At this point 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. We are motivated to see you at your best so please let us know how we can support you to be as comfortable as possible in the next stage.

**Stage 2**

**You will be paid £150 (gross) to participate in this stage of the process. You will be onboarded as casual staff so that we are able to pay you.**

You will:

* Be sent a briefing on a workshop to plan and deliver with local people
* Be given time to reflect on how that workshop went and what you learnt from it
* Be asked to undertake a task that will help us understand your planning, budget management and communication skills.
* Have a discussion with a panel of staff members to discuss both your workshop and planning task, and reflect on how you’ve experienced the day.

**\*How we score and shortlist applications**

We score applications without the application form, this means that we can’t make judgement of you based on your address, school or qualifications you don’t consider relevant enough to include in one of your answers. With this in mind it is really important that if there is something you think we need to know to be able to shortlist you you write it in the answer to your question even if you’ve already put it on your application form. We also won’t know your name unless you choose to include it in a submission. We have included the option of video submissions in order to give everyone the option of responding however allows you to show your best self. Choosing to do a video submission may mean that we know or surmise more about you than in a written application. Everyone involved in selection for this job is committed to anti oppressive practice, and will commit to reflection and peer challenge to ensure that no one is disadvantaged as a result of this.

The reflective questions are by far the most important part of the application. We use a score sheet to fairly shortlist applicants. Basically we score against each of the essential criteria personal specification separately. You get 0 points if we don’t see any evidence at all up to 3 points if your answer is amazing. Should candidates score too closely together to be able to shortlist based on essential criteria, we will then do the same for desirable.

The best way to ensure your application scores well is to use the star technique. STAR stands for:

Situation (what was happening)

Task (what you were supposed to do)

Action (what you did)

Result (what was the result)

This shows us that you don’t just know the theory of how to achieve something, but that you have experienced it and are able to express how effective (or challenging) it was.

We want you to answer the questions authentically and in a way that explains to us how you meet the personal specification. If you haven’t done exactly the thing we are asking for, 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.

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 the second stage.

1. Recruitment Timetable

Monday 13th December: Application Live

9am, Wednesday 26th January 2022 – Deadline application

w/c 31th January 2022: : Shortlisted candidates invited to stage 2 and given tasks brief

w/c 7th February 2022 : Stage 2 tasks