

Project Manager – Role Description

One-to-One Community Advocacy Project

Job Title: Project Manager

Reports To: Chief Executive Officer

Location: Office Based, Woolwich SE18

Contract Type: Full time 35 hours per week (5 year contract)

Salary: £34,321.00 - £38,401.00 per annum including Outer London Weighting
(Scale 29-32)

Purpose of the Role

The Project Manager is responsible for the strategic leadership, management, and successful delivery of the Community One-To-One Advocacy project across the full project cycle. The postholder will oversee operational systems, staff development, partnership engagement, monitoring and evaluation, and compliance processes to ensure high-quality, person-centred support for beneficiaries across London Borough of Greenwich.

The Project Manager will provide leadership to the direct team of advocate, consultants (employees with learning disabilities on zero hour contract) ensuring that services are delivered effectively, safely, and in line with organisational values, funding requirements, policies and procedures and best practice.

Key Responsibilities

Strategic Leadership, Project Delivery and Community Engagement

- Work closely with the CEO on the overarching implementation of the project, taking direction on reporting, evaluation, shaping, and delivery of the project cycle.
- When required, support the CEO with funder enquiries and requirements.
- Support the CEO in maintaining and reviewing the charity's Risk Register by identifying, reporting, and escalating risks affecting Advocacy in Greenwich (AiG) and its beneficiaries.
- Lead the overall planning, coordination, implementation, and development of the project.
- Ensure delivery targets, outcomes, and funding requirements are achieved.
- Develop and implement outreach, engagement, volunteering, and **community engagement strategies** across the borough.
- Ensure services remain inclusive, accessible, and responsive to community needs.
- Develop borough-wide partnerships with council representatives, third sector organisations, community leaders, and beneficiaries.
- Develop an outreach and community engagement strategy across the Royal Borough of Greenwich to reflect The National Lottery's Equality, Diversity and Inclusion strategy.
- Develop and manage PDPs for staff, consultants, volunteers, and community-facing roles where applicable.
- Have the ability to work with internal and external stakeholders

Governance, Reporting, and Compliance

- Prepare reports for funders, stakeholders, and the Board of Trustees.
- Monitor project performance against agreed objectives, outputs, and outcomes.
- Maintain and update organisational policies and procedures in line with legislation and best practice.
- Ensure compliance with safeguarding, GDPR, health and safety, equality, and confidentiality requirements.
- Oversee DBS processes and safer recruitment procedures for staff and volunteers.

Staff Management and Development

- Line manage and supervise the part-time advocate, providing regular support, supervision, and performance reviews.

- Ensure structured supervision of staff, including **regular supervision sessions with the CEO where required**, and escalate key issues appropriately.
- Support the development of staff, consultants, and volunteers through supervision, training, and mentoring.
- Develop individual Personal Development Plans (PDPs) and identify relevant training opportunities.
- Promote a positive, inclusive, and supportive working culture.
- Ensure all staff and volunteers understand and adhere to organisational policies, including safeguarding, confidentiality, and professional standards.
- Maintain clear communication and reporting lines between staff, the CEO, and project governance structures.
- Register staff and volunteers with the HAS-Workforce training platform via the Royal Borough of Greenwich and ensure access to **mandatory training**, including not limited to:
 - GDPR / Data Protection
 - Health and Safety Awareness
 - Safeguarding Adults
 - Safeguarding Children (where applicable)
 - Equality, Diversity and Inclusion (EDI)
 - Prevent Duty Awareness
 - Fire Safety Awareness

Systems and Operational Management

- Coordinate internal operational systems including:
 - Microsoft 365 administration
 - Referral systems
 - Monitoring and evaluation processes
 - Record keeping and reporting systems
- Ensure accurate data collection and effective monitoring of engagement across the project cycle.
- Work collaboratively with digital specialists to improve online support and website accessibility for beneficiaries.

Partnership and Stakeholder Engagement

- Build and maintain positive relationships with local authorities, councillors, community organisations, and strategic partners.
- Represent the organisation at meetings, forums, and networking events.
- Develop collaborative opportunities that enhance community reach and impact.

- Liaise with Greenwich HAS–Workforce and other providers to establish training pathways and workforce development opportunities.

Service Quality and Community Impact

- Support the delivery of high-quality advocacy, advice, and community support services.
- Ensure services are trauma-informed, culturally responsive, rights-based, and inclusive.
- Contribute to the development and delivery of community workshops, outreach activities, and support initiatives.
- Promote beneficiary involvement, participation, and feedback to continuously improve services and outcomes.
- Develop and produce accessible outreach materials in multiple languages to support engagement and promotion of 1-2-1 community advocacy services.
- Monitor and contribute to service quality assurance processes, ensuring consistent standards across delivery.
- Collect, record, and report on service delivery data to support monitoring, evaluation, and funder reporting requirements.
- Ensure all service delivery is compliant with safeguarding, equality, and confidentiality standards.

Governance

- Work closely with the CEO to support effective organisational governance and ensure delivery of project objectives in line with funding agreements and strategic priorities.
- Support preparation for and attendance at Board of Trustees meetings where required, including providing updates on project performance, risks, and outcomes.
- Contribute to the development and implementation of organisational policies, procedures, and governance frameworks.
- Ensure transparent reporting and escalation of risks, performance issues, and safeguarding concerns through appropriate governance channels.
- Maintain awareness of legal, regulatory, and contractual requirements affecting the organisation and funded services.
- Support continuous improvement by providing feedback and recommendations to strengthen service delivery and organisational effectiveness.

Personal Specifications

Experience and Knowledge	As Demonstrated By Application and exercise/test
Essential Criteria's	
Project management experience in community, charity, health, or social care settings	Application / Interview
Managing staff, volunteers, or multidisciplinary teams	Application / Interview
Partnership working with statutory and community organisations	Application / Interview
Delivering advocacy, community development, or advice services	Application / Interview
Managing full project lifecycle, including grant-funded projects	Application / Interview
Monitoring, evaluation, and reporting to funders	Application / Exercise
Developing policies, procedures, or operational systems	Application
Working with senior leadership / contributing to strategic discussions	Application / Interview
Knowledge & Skills	
Safeguarding, confidentiality, and equality legislation	Interview
Leadership, communication, and organisational skills	Interview
Ability to manage competing priorities and meet deadlines	Interview
IT skills (Microsoft 365 and digital tools)	Application
Building relationships with diverse stakeholders	Interview
Understanding of barriers affecting vulnerable communities	Interview

Knowledge of advocacy, community services, and the third sector	Interview
Understanding of ethical AI use in the workplace	Interview
Ability to present to varied audiences	Interview / Exercise
Personal Attributes	
Compassionate, inclusive, and community-focused	Interview
Strong problem-solving and decision-making	Interview / Exercise
Ability to work independently and collaboratively	Interview
Commitment to equality and social justice	Interview
Desirable	
Relevant qualifications (project management, advocacy, IMCA/IMHA)	Application
Experience in Greenwich or multi-agency environments	Application
Knowledge of trauma-informed and rights-based approaches	Interview
Experience with digital inclusion initiatives	Application

Competencies

Competency	What it Covers	Assessed By
Leadership & Team Management	Leading staff/volunteers, motivating teams, contributing to senior leadership, decision-making	Interview / Application
Project & Programme Management	Managing full project lifecycle, delivering outcomes, handling multiple priorities, working to deadlines	Interview / Application
Partnership & Stakeholder Engagement	Building relationships with statutory bodies, community groups, and diverse stakeholders	Interview
Communication & Influencing	Presenting to audiences, report writing, clear communication, influencing partners and funders	Interview / Exercise

Strategic Thinking & Sector Awareness	Understanding the third sector, funding environment, policy context, and organisational strategy	Interview
Safeguarding, Ethics & Inclusion	Safeguarding, confidentiality, equality, trauma-informed practice, ethical AI use	Interview
Monitoring, Evaluation & Impact	Measuring outcomes, reporting to funders, using data to improve services	Application / Exercise
Community Focus & Social Justice	Understanding barriers, working with marginalised groups, commitment to empowerment and inclusion	Interview

Other

- Undertake any additional duties appropriate to the scope and level of the post as required by the Board of Trustees.

Additional Requirements

- Enhanced DBS check required.
- Flexibility to attend occasional evening or weekend events and meetings.
- Commitment to the values and mission of the organisation.

Important Information

- This role is **not home-based role** and requires the candidate to work from the office five days a week.
- **Closing date:** Midnight, Wednesday 3rd June 2026
- **Shortlisting:** 4th - 5th June 2026
- **Interviews:** 17th - 19th June 2026

Please send your completed application to:
Sharon Wond – admin@advocacyingreenwich.org.uk

For further information about the role, please call: **020 8293 3720**