



UNFOLD

# JOB PACK

PROGRAMME MANAGER

# About Unfold

Unfold (formerly known as Westminster Befriend a Family) is a local charity, working closely with young people and families in Westminster and surrounding boroughs, empowering them to achieve goals that matter to them, with the support of mentors. We work with skilled, dedicated and trained volunteer mentors who provide regular sustained support for three to six months in a goal-focused programme tailored for the needs of young people aged 10 – 25 or women with children aged 5+.

We aim to

- Boost well-being and confidence, developing a growth mindset
- Increase connectedness and reduce loneliness
- Build autonomy, independence and self-actualisation through goal-setting skills

Our mentoring programme is based in positive psychology, supporting good mental health and wellbeing. Mentees determine the focus of their mentoring, and support might include developing healthy family and social relationships, enhancing wellness, access to education and career development and building important life skills. Our mentors and the experiences they offer inspire positive change as they nurture trusting and supportive relationships

## Who do we support?

While our programme is open to everyone, we target people to ensure that we are supporting those who most need our support.



# WHY WE DO WHAT WE DO?

## UNFOLD'S THEORY OF CHANGE

### Problem

- Young people, new and young mothers, city-dwellers and people from Black Asian and Minority Ethnic communities are more at risk of experiencing loneliness
- Social isolation increases risk of poverty
- Poverty and social isolation have negative, sustained effects on mental and physical health, with the knock-on effect of avoidable strain on health and social services
- Westminster has one of the highest levels of child poverty in London and the greatest wealth gap in the country

### Strategy

- Provide immediate relief with consistent support from trained volunteers
- Connect people to their community
- Build individual's skills and confidence to independently manage challenges

### Action

- Effective and fast signposting and referral to relevant services
- Regular one to one social, emotional and practical support for at least three months
- Goal-focused engagement
- Support to develop a growth mindset

### Impact

- Participants are better connected to their community
- Participants are able to identify and achieve goals
- Participants have a reduced sense of loneliness
- Participants have improved mental health and well-being

### Vision

- Young people and parents who are struggling and/or isolated can recognise and achieve their potential
- Cycles of poverty are disrupted as isolation is reduced and opportunity is maximised
- The Westminster community is better connected
- Westminster's resources are maximised, harnessing volunteer power, reducing the burden on health and social services, and optimizing utility of existing services

# What do our mentees say about unfold?

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Mentoring helps you to get out of your comfort zone and build an identity you're proud of.

My mentor cleared up so many questions I had and gave me so much advice about my future, university and film because that's what I want to go into. She's working as a videographer which was perfect because she has been there and done that.

“

Mentoring has reminded me of my potential and it has been really great for my personal growth and confidence! When I think about achieving my goals I now have a clearer idea of how to do that.



“

Some sessions we would go online and I would say I just need to talk to you about loads of stuff and she was always there and it was great to be heard and given the space to express myself freely.

“

Not only have I been given helpful tips and advice concerning any issues but I have also found the weekly sessions as a helpful break. Z,17

“

'Before the mentoring, I was very shy, and tended to avoid public speaking. However, during the Programme I was able to do 3 virtual talks and presentations. Additionally, I managed to access new opportunities, in terms of work experiences which has enabled me to build my network.N,16

“

Mentoring with James has been the best thing so far as he's been able to relate to me on a more personal level as he has experienced the same things.E,15

“

It have help me achieve new goals which help to better me as a person. My mentee taught me how to create boundaries and know what I do not like and what I do like when it come to friendships. It have been a great 6 months. L, 16

“

I was very anxious about my future before meeting my mentor, she helped clear any misconceptions I had and get started on finding the right path for me. K,14



## Programme Manager

### About the role

**Position title:** Programme Manager

**Reports to:** Deputy CEO

**Hours:** 37.5 hours per week

**Pay:** £36,000 - £38,000

**Location:** London, Victoria/ Remote

**Closing date:** 18/10/2024

### The Charity

Unfold is an established local charity (previously known as Westminster Befriend a Family), supporting young people and families to reach their potential, identifying and achieving their goals through mentoring. We support families and young people in Westminster and its neighbouring boroughs with mentoring programmes and peer support groups for women with children.

For over 35 years, we have been providing support to vulnerable families who are at risk of social exclusion. Working with a network of trained and DBS-checked volunteers, we offer mentoring to women with children and young people, building independence and getting them where they want to be. We support the local community and we have also developed specialised programmes for people with specific needs, including refugees, children excluded from mainstream school, children with experience of the care system and families facing homelessness. We're open to everyone, but we target those who face the most challenges: 93% of the people we work with describe themselves as coming from a racialized group, 85% of the families we support are single-parent households headed by a woman, and 75% of the children we support are eligible for free school meals. Last year we provided one-to-one mentoring to over 200 children and young people, and group support to a further 32 young people and we expect to increase the number of people we reach this financial year.

We have an ambitious growth plan, and we're seeking a proactive, innovative Programme Manager to maintain and help us to develop our successful Broadening Horizons mentoring programme and peer support groups for children and young people.

We've made incredible progress in both programme scale and quality, and we want someone to help us to continue delivering a high-quality mentoring programme. Over the last five years, our income has grown five-fold, while our reach in mentoring has increased to more than ten times what it was five years ago, and our team has grown from 1.6 to 19 staff in that time. With nearly 60% of our income secured in multi-year grants, we're in the process of developing our strategy for the next five years, envisaging continued growth, maintaining quality and impact while adding a social justice dimension to our mission.

## **Role Purpose**

The Broadening Horizons mentoring Programme Manager will be responsible for the development, management and successful delivery of the Broadening Horizons mentoring programme and peer support groups for children and young people aged 10-25. This role involves managing a team, building and maintaining partnerships, and developing specialised programmes tailored to the needs of the specific groups of young people we're working with. Supporting a team of Programme Officers, you will have a clear focus of delivering high quality mentoring programmes that are run smoothly, efficiently, and achieve desired outcomes for partners and young people. You will play a key role building capacity and managing partnerships with local youth and community organizations, helping us to maintain a strong presence in Westminster and Kensington and Chelsea. The Programme Manager will lead the Youth Advisory Council, supporting members to develop skills and confidence to play an active role shaping Unfold's strategy and direction.

In this role, you will be a key member of the Senior Management team and contribute to programme strategies and systems, ensuring excellent programme delivery that produces high impact for young people.

## **Responsibilities**

### **Programme Management and Development:**

- Managing a team of two Senior Programme Officer and two Programme Officers (four in total), supporting them with the planning and delivery of the mentoring programmes and peer support groups, in line with programme strategy and workplans.
- Strategic development and oversight of specialised mentoring programmes, including mentoring programmes for refugees and young people seeking asylum, young people excluded from mainstream education, and children and young people with experience of the care system.
- Ensuring the team has a clear understanding of productivity expectations and project outcomes, supporting them to delivering against these with clear workplans.
- Supporting the understanding of and compliance with Unfold's policies, Standard Operating Procedures and related protocols.

- Revising the mentor training and other relevant materials related to young people services, ensuring these are updated on a regular basis with the support from the programmes team.
- Keeping engaged with policy and best practise in work with young people and families, including any changes to the legislative framework, using this to innovate and improve our mentoring service.
- Responsible for sharing inputs and feedback for programme budget to ensure all programme activities adequately resourced and managing the allocation of resources.

#### **Partnership Management:**

- Building and maintaining strong relationships with key stakeholders, including local authorities, schools, funders, and other local youth and community organizations, working collaboratively to enhance program delivery and reach.
- Maintaining referral partnerships and developing new referral partners, in line with programme and service users needs.
- Creatively communicating Unfold's service offer to partners to increase access for potential service users.
- Identifying potential partners and partnership project opportunities, supporting the Deputy CEO to identify, plan and apply for new funding for projects.
- Leading on the monthly Outreach and Coordination meetings in Westminster and Kensington & Chelsea.
- Attending external events to represent Unfold and promote the activities within and outside the organisation, maintaining strong communication and presence with external partners.

#### **Impact and Reporting:**

- Advising and updating the Deputy CEO on programme activities and position in terms of programme performance.
- Using CRM system efficiently and accurately to monitor impact of the programme, including programme outputs, Youth Support Group attendance, completion of surveys, and reach, gender and ethnicity data for young people and volunteers.
- Supporting the team with producing reports and case studies showcasing the impact of the programme.
- Preparing detailed programme reports to CEO for quarterly Trustee board meetings, presenting programme updates, key performance indicators, and identifying areas for improvement.
- Using monitoring data analysis for programme development and improvement.

#### **Leadership and Management:**

- Motivating and line managing the Broadening Horizons programmes team, including supporting with the planning and delivery of annual workplans.
- Supporting the professional development and wellbeing of the team members.
- Recruitment, induction and training of the new team members.
- Oversee and proactively support the performance, development and wellbeing of team members by holding regular 121s and performance reviews, and provide opportunities for staff training and development.
- Manage any team requests related to TOIL, any absences and holidays.
- Promote a positive and inclusive team culture that reflects the organizational values and mission.
- Helping to recruit, train and lead the Youth Advisory Council, ensuring that young people play a strong leadership and influencing role in our work.



## **OTHER DUTIES AND RESPONSIBILITIES**

- Participate in regular management supervision, team meetings and annual appraisal; help to identify your own job-related development and training needs.
- Adhere to Unfold's code of conduct and policies concerning confidentiality, safeguarding, equal opportunities and all other policies.
- Undertake your role in a professional manner and maintain a high-quality standard of work in accordance with aims values and ethos of Unfold.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

The role may involve out of hours working, for which time off in lieu will be granted.

Full DBS checks will be required.

# Working at Unfold

**Holidays:** 25 working days (along with additional Christmas closedown days)

**Pension:** We offer generous pension provision: New staff are automatically enrolled for a pension after three months, and after six months we will match your contribution up to a maximum of 8%.

**Salary:** We are committed to paying the London Living Wage in line with the Living Wage Foundation and review salaries annually.

**Team Working:** We are a small but brilliant team: we're supportive, diverse and we help each other out. There are always opportunities to get involved in different aspects of the organisation, or lead on new initiatives.

**Wellbeing - How we feel matters:** Staff have access to a comprehensive Employee Assistance Programme, and our staff Wellbeing Champions support the delivery of our Wellbeing Strategy. Staff can join free on-site yoga classes, monthly massages and regular 'Drinks and Links' sessions with the team and colleagues in similar organisations.

**Flexible Working:** We're happy to consider flexible working arrangements in line with the requirements of the role.

**Hybrid Working:** We work from the office or at least two days a week between Tuesday and Thursday. (Depending on your role you may need to work from the office or other London locations on other days.)

**Ecofriendly, Modern Offices:** We work in a beautiful, accessible, eco-friendly co-working space with a number of other charities, with plants, a leafy roof terrace and free hot and cold drinks, breakfast cereals and fruit. With comfortable spaces to read quietly or talk in a group, our workspace is somewhere you'll want to be. You can find out more about our on-site benefits at <https://www.fivefields.community/>.

## Applying for this role

**What to send:** A CV of no more than two sides, and a covering letter of no more than two sides explaining why you are suitable for the role.

**Submit your application via CharityJob**

**Deadline for your application:** 11.59 pm on Friday, 18th October 2024

**We will aim to get back to you by:** Wednesday, 22 October 2024. If you are successful you will be invited for an interview with Ada Celebi, Programme Manager.

**Start:** November/ December 2024

|   | Essential   | Desirable  |
|---|---|--|
| <p style="text-align: center;"><b>Skills &amp; Experience</b></p> | <ul style="list-style-type: none"> <li>• Has experience developing and managing projects involving vulnerable children and young people and their families.</li> <li>• Proven experience in a management role, performance managing and motivating team members.</li> <li>• Experience of administering, managing, monitoring and evaluating projects effectively.</li> <li>• Strong organisational skills – ability to manage multiple tasks.</li> <li>• Strong communication skills (verbal and written), with excellent written and spoken English and an ability to communicate with a range of audiences.</li> <li>• Strong analytical and problem-solving abilities.</li> <li>• Experience in developing programme strategy and workplans.</li> <li>• Passionate about supporting children and young people to improve outcomes.</li> <li>• Ability to communicate with people from a wide range of backgrounds.</li> <li>• A confident presenter and public speaker.</li> <li>• Committed to Unfold's mission, vision and values</li> <li>• caring and compassionate, empowering, proactive, self-motivated and accountable</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of using CRM systems.</li> <li>• In-depth knowledge experience in the voluntary or not-for-profit sector.</li> </ul> |

|                     | Essential   | Desirable   |
|---------------------|---|---|
| Personal attributes | <ul style="list-style-type: none"> <li>• Ability to work as part of a small team, listening to and valuing the contribution of all staff, service users and volunteers.</li> <li>• A hands-on, highly motivated individual</li> <li>• Willing and able to work the occasional evenings and weekends</li> <li>• Commitment to principles of social justice.</li> <li>• Empathy with people facing challenging situations, such as those seeking asylum or recently obtained refugee status.</li> </ul> | Individuals with knowledge or lived experience of Westminster and the surrounding boroughs. |
| Values              | Trustworthy, non-judgemental, transparent, caring and compassionate, empowering, proactive, self-motivated and accountable  |   |