



**spear**  
hammersmith  
and fulham

**Centre Manager**

**THE SUNDAY TIMES**  
**T Best Places  
to Work 2024**

  
a resurgo  
partner

## Who are Resurgo?

### Resurgo means 'to rise up again'

We use our expertise in coaching and impact management to inspire and equip organisations to transform society. We launched the **award-winning Spear programme** over 20 years ago, and there are now 13 centres across the country, equipping unemployed 16–24-year-olds facing barriers to employment with the skills and mindset they need to find work and to thrive once they're there. [Meet some of our previous trainees](#)



"Society today is facing huge challenges, so to be part of an organisation that believes in delivering lasting social change is inspiring" - **Sam Mead, Head of Impact**

## The Spear partnership

All Spear coaches work face-to-face with young people, having the privilege to invest in their lives, but receive regular training as a group, so you'd be joining a network of many likeminded coaches eager to see young people's lives radically impacted.

Resurgo is partnering with **St Paul's Hammersmith**, to deliver the Spear Programme.

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## The impact

Since its inception, the Spear Programme has worked with more than **9,000** young people, of whom **75%** are consistently in work a year later.

Our recent [Data Labs evaluation](#) with the DWP showed that taking part in the Spear Programme **reduces the likelihood of being NEET by 20%** compared to those who do not.

This year we are hoping to work with over 1000 young people across the 13 Spear centres and to launch a further 4 Spear centres – **we'd love you to join us on the journey of making real impact.**



***Are you a confident and experienced leader, with a heart for social justice and passionate about positively transforming society?***

Then this could be the role for you. Join us as our next Centre Manager, and use your leadership and interpersonal skills to head up our team delivering employment support in *Hammersmith and Fulham, London*

You'll be working with the local church to manage the delivery of Resurgo's award-winning Spear Programme. Over the last 20 years, Spear has equipped more than 9,000 young people across the UK with the work-ready skills and mindset they need to succeed in employment, no matter the barriers they face.

We believe each young person has huge potential. If you do too, and you have the skills and heart to see their lives transformed – join us.

# **Responsibilities**

## **Strategy, vision and impact [25%]**

- Be at the forefront of leading Resurgo's 'big picture' vision of a transformed society, empowering churches to transform young lives
- Build and implement a strategy for developing relationships with local referral agencies to ensure effective recruitment of young people onto the Spear programme
- Oversee the reporting of the Centre outcomes and ensure the Spear Programme is delivered in line with agreed targets

## **Leadership, line management and training [25%]**

- Lead your team with confidence; spurring them on in Resurgo's mission; invest in a team culture of excellence, belonging and fun
- Manage and develop the Lead Coach and Graduate Coach, using a coaching approach to invest in their growth and development. This includes weekly 1:1s, performance reviews and regular feedback
- Equip your team to drive change through a data informed approach, and keep them accountable to agreed targets for the Spear Programme

## **Relationship management [20%]**

- Manage great relationships with a variety of stakeholders, including referrers, local businesses, donors, and your Board of Trustees
- Embed into your local church; working closely with your Spear Trustees and congregation, and actively participating in their mission and events
- Partner with the Spear Trustees and assist in implementing their funding strategy by helping to build corporate and donor relationships. For example, by hosting prospective donors in the Training Room

## **Delivery of the Spear Programme [20%]**

- Support group and 1-1 coaching with numerous 16-24-year-olds: equipping them with practical work-ready skills and resilient mindsets
- Provide guidance to the Lead Coach in the training room when dealing with behavioural and safeguarding situations and upskill coaches with consistent coaching feedback
- Use a coaching approach to engage young people in challenging conversations that will enable them to take responsibility and overcome significant barriers to employment

## **Operations [10%]**

- Liaise with relevant staff regarding site operations and work to resolve any issues as soon as possible, ensuring the office and training room are safe and tidy working spaces in line with health and safety policies

## **Active participation in and support for partner church team and mission**

- Engage with Sunday services as an active member of the local church, and establish a strong personal presence, including speaking at church/events if required, contributing to prayer meetings, and demonstrating spiritual leadership as per Resurgo's Christian ethos and the mission of the church.





## This role will suit you if:



You are an active Christian, passionate about your work being a lived expression of your faith



You want to help others reach their full potential, and enable young people to overcome significant barriers to employment



You have demonstrable experience in coaching, teaching or training and development, as well as being keen to develop these skills further



You are an experienced and mature leader/line manager, or have great leadership potential, and are eager to bring out the best in your team



You are confident building relationships with a variety of stakeholders, with effective written and verbal communication skills



You are steady under pressure, able to juggle competing priorities and looking for a varied, hands-on role, where you won't be tied to a desk

# Working for Resurgo

- Salary: from £30,000
- Hours: 9.00am – 5.00pm, Monday - Friday, Full-time (with some flexibility and occasional evening or weekend work for events such as Spear Celebrations)
- 28 days annual leave (including Christmas 'gift days' plus bank holidays)
- Excellent staff development and training opportunities, including Resurgo's iLM-recognised Coaching Academy (valued at £3,000)
- Regular staff prayer meetings, conferences and retreats (one residential)
- Excellent Health Insurance plan, including gym discounts and other perks

Resurgo is a Christian charity, working in a range of settings, in partnership with people from all faiths and none. Our Christian faith underpins everything we do; it motivates and sustains us and is core to our mission.

As you would be employed by Resurgo with prayer and worship embedded into daily working practises, there is a Genuine Occupational Requirement for applicants to be practising Christians. There is also an expectation for the successful applicant to be embedded into the church and congregation.

## Diversity and Inclusion

Resurgo is built on a passion for social justice and a desire to see transformation in all areas of society. This includes in the areas of diversity and belonging within our own teams. We actively champion diversity, not for its own sake, but because we know differences in backgrounds, ways of thinking and opinions make us stronger.

Our coaching approach helps us build and maintain a culture where everyone not only has a seat at the table but feels like they truly belong there. This plays out in different ways - think meetings where your participation is encouraged and valued regardless of your seniority; line managers who really listen to you and equip you to have autonomy in your role; and a senior team who want you to be your authentic self.



# The Spear coaching culture

We are passionate about the power of coaching to bring about robust change, and so we use coaching techniques in everything we do - whether delivering the Spear programme, or internally as our standard approach to line management and meeting facilitation. Coaching is all about empowering an individual to come up with their own solution to a problem, by offering high-level listening and questioning techniques.

If coaching is brand new to you, don't worry; all Spear coaches receive extensive and ongoing training in coaching techniques, delivered by our team of highly experienced Master and Professional Certified Coaches. We're proud that the ICF has also recognised Resurgo as one of the top 10 organisations in the world to demonstrate the positive effects of coaching, as one of **10 finalists in the 2022 ICF International Prism Award**.

**You'll find Resurgo's coaching-based team behaviours (set out below) threaded through all we do:**



## Excellence

We are committed, enthusiastic, proactive and hardworking. We go the extra mile.



## Confidence

We 'believe we can', stemming from our confidence that God will equip us.



## Creativity

We love trying new things, adapting, and changing tack, even when it's risky.



## Honour

We always speak well of each other, champion others, and celebrate successes.



## Service

We all roll up our sleeves and get stuck in, even when it's 'not our job'.



## Hospitality

Relationships are important to us; we invite people in, and share generously.



## Authenticity

For us, there's no 'work self' and 'home self'. We want to work with the whole, real you.



## Fun

We are deadly serious about enjoying our work and taking time for a joke.



## Feedback

We respect each other enough to give challenging feedback to help others grow.



## Worship

We worship and pray all the time, for each other and for our work.

Apply via our online portal:  
<https://resurgo.bamboohr.com/careers>

Questions?  
[recruitment@resurgo.org.uk](mailto:recruitment@resurgo.org.uk)



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