



# Communities Manager

## Job Description & Person Specification

<b>Post:</b>	<b>Communities Manager</b>
<b>Locations:</b>	The OutHouse, 19 East Hill, Colchester, CO1 2QX. Different locations across North-East Essex
<b>Responsible to:</b>	CEO
<b>Responsible for:</b>	<i>From Year One:</i> <ul style="list-style-type: none"><li>○ Adult Advocacy &amp; Wellbeing Services Lead, North</li><li>○ Levelling-Up Trans+ Healthcare Training Project Lead</li><li>○ Trans+ Advocacy &amp; Wellbeing Services Officer, North</li><li>○ Adult Services Administrator</li></ul> <i>From Year Two:</i> <ul style="list-style-type: none"><li>○ Trans+ Advocacy &amp; Wellbeing Services Lead, South</li><li>○ Adult Advocacy &amp; Wellbeing Services Officer, South</li></ul>
<b>Working with:</b>	All Staff
<b>Proposed start date:</b>	As soon as possible
<b>Salary:</b>	£21,420 (£35,700 FTE)
<b>Hours:</b>	22.5 hours per week.
<b>Duration:</b>	This is a 3-year fixed term contract.
<b>Working pattern:</b>	To be agreed, Monday to Friday & occasional weekend working

### About The OutHouse

The OutHouse is a registered charity based in Colchester, Essex, who proudly support the lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ+) community to feel seen, included and understood. We offer 1-to-1 support, counselling, group support, social events, advocacy, and awareness training with local organisations. Our purpose is to provide and advocate for safe and inclusive spaces for everyone from the LGBTQ+ community.

### Representing our Community

We encourage applications from members of the lesbian, gay, bisexual, transgender, queer, non-binary and gender questioning community.

### The OutHouse Values

The post holder will uphold the key values of The OutHouse, which are:

- To be reflective.
- To be honest, act with integrity, openness and transparency.
- To foster partnerships and collaboration.
- Celebrating successes of individuals and the community.
- To be inclusive and respectful.



# Communities Manager

## Job Description & Person Specification

### **Our History**

In December 1979, we were founded as The Colchester Gay Switchboard. Over the past 45 years we have continued to evolve to meet the needs of the local LGBTQ+ community. Today, The OutHouse is built upon the legacy of the hard work and dedication of the hundreds of local LGBTQ+ community members who came before us. This legacy drives us forward.

### **Our Future**

We are embarking on a transformative moment for The OutHouse. Our community continue to face political uncertainty, where our community's rights are being challenged, which is affecting our community's mental health, wellbeing and sense of belonging. Now more than ever, our community needs the services we offer, to support, to make them feel heard, safe and supported. From June 2026 we will begin to deliver our wellbeing services in target districts across Greater Essex, embed co-production into everything we do and develop more robust and holistic reporting and evaluation, work collectively to define a voice and build county-wide awareness. We continue to work towards becoming self-sufficient in raising funds and delivering services which cover costs and will allow us to further our charitable objectives.

### **About the role**

The Communities Manager is responsible for the project delivery and operational efficiencies of the design, implementation and rollout of the Adult and Trans+ Advocacy & Wellbeing Services across Greater Essex. They will lead the expansion of the Adult and Trans+ Services across Greater Essex, meeting with strategic partners to establish strategic county-wide referral pipelines and be an advocate for our expansion plans. They will oversee operational efficiencies with resourcing, technology, service processes and social impact reporting.

The Communities Manager will lead adult service and support the advocacy and wellbeing team to provide a consistent and high-quality service across each delivery area responding to local needs. These roles will ensure that co-authoring and evaluation of our services is meaningful and used effectively to develop and evolve our services to the community. The Communities Manager will support the wellbeing team to implement co-production of new groups, delivery of services and reporting.

From June 2026, we will begin to expand to launch the following services into north-east Essex in Braintree, Chelmsford and Tendring, including:

- Our adult advocacy & wellbeing service, formed of support groups & 1:1s
- A trans+ specialist advocacy & wellbeing service, formed of support groups & 1:1s

From June 2027, we will launch the following services into south Essex in Basildon, Southend and Thurrock:

- Our adult advocacy & wellbeing service, formed of support groups & 1:1s
- A trans+ specialist advocacy & wellbeing service, formed of support groups & 1:1s



# Communities Manager

## Job Description & Person Specification

### Role purpose and core accountabilities

#### Project Management

- You will be responsible for project delivery and the operations of service expansion
- You will oversee operational efficiencies with resourcing, technology, service processes and social impact reporting.
- You will have project management responsibility to implement operational or technological efficiencies to improve service delivery
- You will be a part of a newly formed Co-Production Task Group
- You will be a part of a newly formed Evaluation Task Group

#### Adult and Trans+ Services

- Plan the development, delivery and promotion of the Adult & Trans+ Advocacy and Wellbeing Services across Greater Essex
- Ensure services are developed in collaboration with the community to contribute to the development of the service and influence decisions on how it runs and develops
- Identify other ways the Adult and Trans+ Services can collaborate with peer organisations who serve our community
- Develop new partnerships and ensure existing partnership are maintained and built upon
- Oversee monthly Social Impact reporting, and prepare quarterly Board reports
- Oversee relevant administrative and reporting tasks to record and evaluate the impact of the Adult & Trans+ Services, including monitoring trends in service provision
- Represent the charity in external meetings, events, or conferences
- Boost our reputation as the local leading LGBTQ+ charity
- Understanding safeguarding principles when working with vulnerable adults
- Ensure continuous improvement of delivery
- Ensure positive relationships are developed and maintained with community members
- Identify areas of improvement and champion successes
- Comply with all OutHouse policies and procurements including confidentiality, data protection, health and safety, safeguarding and IT policies
- Mentoring and coaching the advocacy & wellbeing workforce

#### Service Delivery KPIs

- **Objective:** Maintain a High Functioning Workforce
- **Objective:** Ensure Co-Production is embedded throughout county-wide service delivery
- **Objective:** Establish The OutHouse as a county wide centre for co-producing services
- **Objective:** Speak at 8-10 county-based events to promote referrals and expansion
- **Objective:** Establish a county-wide adult advocacy and wellbeing service by September 2027
- **Objective:** Establish a county-wide trans+ advocacy and wellbeing service by September 2027
- **Objective:** Support an aging rural LGBTQ+ community



# Communities Manager

## Job Description & Person Specification

### The OutHouse's Social Impact targets for the next three years

- Responsible for ensuring we meet social impact KPI numbers.
- Accurate and timely monthly reporting of social impact figures.
- **Objective:** Support **1,395 individuals** through our wellbeing service by July 2029
- **Objective:** Support over **6,000 people** at our social groups by July 2029

### Stakeholder Management

- Stakeholder Identification: Work with the CEO and Head of Brand and Awareness to identify relevant stakeholders to make our expansion plans and service adoption a success in each new location
- Build relationships with strategic partners and referral pipelines in key sectors, including healthcare, social care, mental health and voluntary & community organisations
- Build relationships with county-wide LGBTQ+ charities and voluntary organisations
- Build relationships with higher profile non-LGBTQ+ partners, like local cultural institutions and universities
- Nurture friendly professional relationships with visitors and community members to increase loyalty and brand reputation

### Grant Funding - KPI

- **Objective: £50,000 annual grant KPI**, working with the CEO to identify key areas of need for our adult and trans community from April 2027.
- You will have oversight of project delivery on newly secured funded projects\*  
\*Newly secured funding will offer scope for this role to grow

### Line Management

#### Year 1

- Levelling Up Lead (0.5) to oversee the [Levelling Up Project](#) delivery
- Adult Wellbeing & Advocacy Service Lead, North (0.8)
- Trans+ Wellbeing & Advocacy Officer, North (0.6)
- Adult Services Administrator (0.4)

#### Year 2

- Data, Evaluation and Knowledge Officer (0.6) (from April 2027)
- Trans+ Wellbeing & Advocacy Service Lead, South (0.8) (from June 2027)
- Trans+ Wellbeing & Advocacy Officer, South (0.6) (from June 2027)



# Communities Manager

## Job Description & Person Specification

### Designated Safeguarding Lead for Adults

- Maintain Safeguarding Level 3 training
- Ensure all Adult & Trans+ Service staff have required safeguarding training.
- Ensure all Adult & Trans+ service-related safeguarding policies are up to date.
- Work with other designated safeguarding leads to support integrated and consistent approach to safeguarding children, young people and vulnerable adults.
- Record safeguarding issues and report to CEO, Head of HR and the Board.

### Community Support:

- All staff are expected to support and contribute to fundraising and community activities for the OutHouse (with time off in lieu usually being available when they occur outside of working hours), including, for example:
  - OutHouse organised and hosted events
  - Local and regional Pride events (running OutHouse stands and marching)
  - Assisting with running OutHouse stands at local and regional events

### Requirements and skills

- An engaging, passionate, energetic human
- Someone who can work self-sufficiently, and can lead a team of both staff and volunteers
- Two years' experience in project management
- Experience in client-facing roles, especially within community spaces
- Experience working with marginalised communities
- Experience in Safeguarding management, with a good understanding of communities' needs, and willingness to learn
- Someone who understands the LGBTQ+ community, and has experience of diverse LGBTQI+ communities
- Excellent people management and communication skills
- Excellent team player who can be flexible and adaptable
- Experience of contracts and financially responsible
- Availability to work within opening hours (including weekends and bank holidays)
- UK Driving License