



**ELIZABETH
HOUSE**

Highbury Vale Blackstock Trust

Recruitment Pack

Community Leader



September 2024

Elizabeth House Community Centre

2 Hurlock Street, London N5 1ED

Dear Applicant,

Thank you for considering the Community Leader role at Elizabeth House Community Centre. We are thrilled that you are interested in joining our team and contributing to our impactful work.

Elizabeth House has a rich history and is a cornerstone of our neighbourhood, serving as a safe and welcoming space for residents of all ages and backgrounds. Our mission is simple but powerful: to connect people and enhance the quality of life for those in our community. We focus on supporting vulnerable individuals, young people, families, and those over 50 through a wide range of programmes and activities designed to foster social inclusion, combat food insecurity and promote overall wellbeing.

Our centre is home to a bustling Food Hub, which is more than a place to receive essential supplies; it is a social hub where residents can engage in activities, connect with our team, and access additional support services. In recent years, we have expanded our impact through innovative nature connection projects, creating a community garden and developing access to nature a local estate.

Our social and lunch clubs for over 50's, Women's support group, and annual community events are examples of how we bring people together to build a stronger, more connected community. Our Winter Wellness programme, launched in 2022, provides critical support to those over 65 during the colder months, ensuring they have the support and companionship they need.

The Community Leader role is a newly created position, reflecting our growth and ambition to deepen our impact. As a senior manager, you will play a crucial role in shaping the future of our community services, working closely with me, fellow managers and a dedicated team to deliver a high-quality, community-led programme that meets the evolving needs of our residents. You will also lead specific projects and initiatives, ensuring they align with our mission and strategic goals.

We are at an exciting juncture as we develop a new 3-year strategic plan to guide our organisation's growth and enhance our services. This role will be central to those efforts, offering the right candidate the opportunity to make a lasting difference in our community.

This role is ideal for someone who has project management and leadership experience, with the ability to inspire and guide a small, dynamic team and to think creatively and strategically, helping us innovate and adapt our services to meet the needs of our residents. You will be a team player and strong communicator, capable of building strong relationships with residents, stakeholders, and partners. Above all, we are looking for someone who shares our commitment to improving lives and building a stronger community.

At Elizabeth House, you will find a warm, welcoming team that is passionate about making a difference. We offer a supportive work environment, opportunities for professional development and the chance to play a key role in shaping the future of our organisation and the community we serve.

I hope this pack provides you with a clear sense of who we are and what we are looking for. If you have any questions or would like to discuss the role further, please do not hesitate to reach out via email at info@elizabeth-house.org.uk.

Nathalie Renaud
Executive Director, Elizabeth House Community Centre



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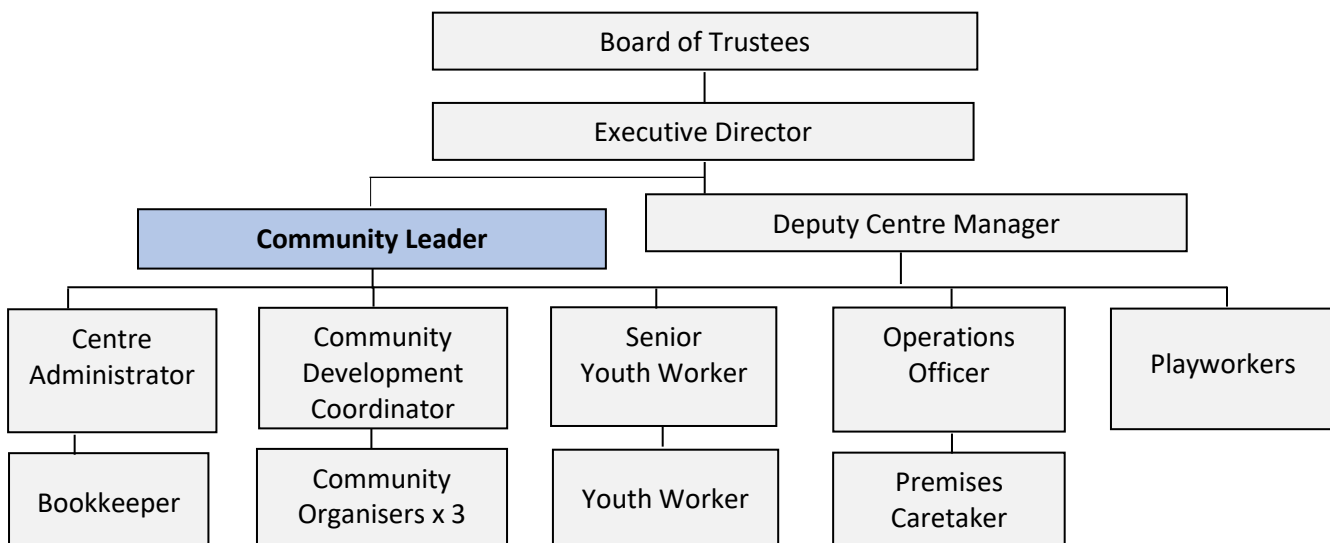
Background

Elizabeth House Community Centre has been a cornerstone of the local community for over 100 years, dedicated to serving the needs of local residents and communities. Our charity, Highbury Vale Blackstock Trust, was established in 1993 and is governed by a committed Board of Trustees who are all local residents. We provide a diverse range of services and activities, including a Holiday Playscheme, After School and Youth Programs, a Food Hub, and various community initiatives for people of all ages. Additionally, we share our space with partner organisations, enabling them to deliver their own vital services.

Our vision is for Elizabeth House to be the heart of a thriving local community, where everyone has the power to effect positive change. Our mission is to build a stronger, more resilient community by providing a safe space, relevant activities, and meaningful support for all. We prioritise responding to the needs of the community, particularly those who are underserved or facing significant challenges.

Our funding comes from a variety of sources, including Islington Council, charitable trusts, and foundations, as well as earned income from room hire and fee-based services such as our childcare provisions. We are proud to have a strong, community-focused team, led by our Executive Director and supported by dedicated volunteers.

For more information about our charity, community, and activities, please visit our website at elizabeth-house.org.uk.



Our Community Services

The Community Leader will oversee the management of our community services and activities (excluding our children and youth services), ensuring the programmes align with local needs, our strategic goals and available funding. Below is an overview of activities in our current programmes.

Food Hub and Community Meals

Launched in March 2020, Elizabeth House's Food Hub addresses food insecurity within our community. The hub currently supports up to 250 people weekly through a pop-up 'food store' accessible to registered members. Alongside this, our community meals service provides nutritious meals, coordinated by the Community Team with the help of community chefs and local volunteers.

Winter Wellness

Initiated in January 2022, Winter Wellness assists Camden and Islington residents aged 65+ in staying warm, safe, and connected during the winter months. Through outreach efforts, in partnership with Camden & Islington Councils, we help older residents access vital services, including housing repairs, health advice, home heating, financial guidance, and introductions to local groups and activities.

Over 50's Blue House Club

The Blue House Club, established in January 2020, is a social and lunch club for individuals over 50. This weekly gathering offers activities designed to improve wellbeing, enhance mobility and combat isolation. After a popular chair yoga class, participants enjoy a home-cooked lunch, followed by games, talks, or other activities chosen by the members themselves.

Nature Connections

Since 2018, Elizabeth House has collaborated with Islington Council and local councillors to develop nature activities on a local housing estate, resulting in the creation of Nature Gardens accessible to all residents. These activities are led by a member of the Community Team and provide residents with opportunities to connect with nature in their neighbourhood.

Women's Group

Local women initiated this group to offer a safe, welcoming, and warm space at Elizabeth House. Supported by the Community Team, the Women's Group organizes a variety of activities and outings, including arts and crafts, skills development, and health talks. The group also benefits from women-only exercise classes, which are free, inclusive, and highly popular.

Community Outreach

Community engagement is fundamental to our approach, helping us identify local needs, map services and assets, and raise awareness of our offerings. Our outreach efforts also involve partnership building with like-minded organisations, enabling us to work together to connect, support and drive change within the community. This includes signposting residents to other services, identifying potential leaders within the community and informing our priorities based on direct feedback.

Community Events

The Community Team plays a crucial role in organising social events that bring people together. Currently, we host three to four events annually, but we aspire to increase the frequency of these gatherings to foster deeper connections among community members and strengthen relationships with other groups and organisations.

Community Leader

Salary:	£37,000 – 39,000 per annum (pro rata £31,700 to £33,400)
Hours:	30 hours per week (over a minimum of 4 days)
Contract:	Fixed term contract until 30 April 2026 (extension subject to funding)
Holidays:	25 days per year plus bank holidays (pro rata)
Responsible to:	Executive Director
Responsible for:	A Community Development Coordinator and 3 Community Organisers

Duties and Responsibilities

Leadership and Management

- Design and implement a comprehensive activities programme that addresses the social, educational and wellbeing of the community.
- Provide effective leadership to the Community Team, including overseeing inductions, conducting regular supervision, performing annual appraisals and supporting ongoing training and professional development.
- Guide the team in identifying and addressing challenges related to service delivery, fostering a proactive approach to problem-solving.
- Recruit, engage, and manage a team of local volunteers, ensuring they receive proper induction, support and development opportunities to effectively contribute to service delivery.
- Work closely with the Executive Director on staff recruitment, training, and development, ensuring compliance with company policies and employment law, and adherence to relevant HR policies and procedures.
- Actively promote a culture of continuous learning, reflection, and evaluation within the team, providing encouragement, opportunities and support for individual and team growth.

Service Delivery

- Manage the day-to-day operations of our programme, ensuring the seamless delivery of activities and collaborating with all stakeholders to provide high-quality, holistic services.
- Proactively work to ensure that the team meets and exceeds targets, adhering to professional codes of conduct and striving for continuous improvement.
- Facilitate a welcoming and inclusive atmosphere for all participants, with a strong focus on their safety, health and wellbeing during activities.
- Drive our community engagement initiatives to reach more residents, identify emerging needs, and continuously develop and adapt our programmes to meet those needs effectively.
- Plan and coordinate events, meetings, and workshops for community members, volunteers, and partners, including corporate volunteers, to foster collaboration and community involvement.

Project Monitoring, Evaluation, and Compliance

- Ensure effective project management practices are consistently applied in your work, fostering efficiency and accountability.
- Oversee the monitoring, evaluation, and reporting of all community activities, ensuring they align with funding requirements and high-quality reports are provided to funders and partners.
- Ensure the team maintains a comprehensive and accurate database of client information to track participation, progress, and outcomes, ensuring that activities remain impactful and responsive to the community's evolving needs.
- Follow established risk assessment and management protocols, sharing relevant information with partner organisations as appropriate.
- Use monitoring and evaluation findings to inform best practices, drive continuous improvement, and celebrate successes.
- Showcase the impact of each service through surveys, case studies, and the collection of general feedback, providing tangible evidence of success.

Fundraising

- Work closely with colleagues and key stakeholders to identify funding opportunities, and prepare and submit high-quality funding applications.
- Oversee the long-term sustainability of existing projects and actively pursue new funding to expand and enhance our areas of work.

Partnership Building

- Build trust and strong relationships with local residents by organising co-production, engagement and consultation opportunities that involve people with lived experience.
- Collaborate with community members to develop and support campaigns that drive change for specific resident groups and continuously improve our referral processes to provide comprehensive support.
- Work with partners, community-led groups, and representatives across various sectors and organisations to enhance support for community members.
- Attend regular meetings and lead networking initiatives to develop and strengthen partnerships.

Communications

- Develop engaging marketing materials, including leaflets, website content, and social media posts, to ensure our services are widely advertised and accessible to a diverse audience.
- Organise and execute social media campaigns to effectively engage with the local community, promote our services, and highlight the voices of service users.
- Disseminate information to local authorities, media, and partners as appropriate, ensuring clear and effective communication.

Administration and Financial Management

- Oversee all administrative aspects of project activities and coordinate volunteer and staff schedules.
- Oversee financial operations within the service, including invoice processing, petty cash management and handling expense claims.

Other Duties

- Support and promote our mission and objectives by leading a high-performing team within a dynamic and often complex sector.
- Ensure that all staff, volunteers and services adhere to our policies and procedures.
- Embed a culture of safeguarding, diversity, equity and inclusion throughout all activities.
- Attend and contribute to meetings as directed by Executive Director to assess and discuss project progress.
- Champion safeguarding and serve as a key point of reference for safeguarding issues, ensuring all team members receive appropriate training and support.
- Complete required training and address personal development needs.
- Undertake additional tasks as needed within the scope of the role.
- Contribute to the continuous improvement of services and organisational processes.
- Manage and process information in line with GDPR and data management policies.



PERSON SPECIFICATION

Knowledge

- Good knowledge of community engagement and development approaches.
- Understanding of safeguarding issues and procedures, with the ability to implement safe working practices for all individuals.
- Strong commitment to promoting diversity, equality, and inclusion in all aspects of work, and embedding inclusive practices throughout.
- Commitment to food justice and knowledge of healthy eating, food hygiene and menu planning.
- Knowledge of strength-based and trauma-informed practices, with a willingness to further develop expertise in these areas (desirable)

Experience

- Proven experience in managing and delivering community-focused programmes and activities.
- Building relationships and developing partnerships through collaborative community-led approaches and working with people from diverse backgrounds.
- Experienced in organising events for community engagement, consultations and training and development workshops.
- Demonstrated ability to lead and manage a small team effectively, including providing support, supervision and development.
- Experience in fundraising, coordinating funding streams, and managing monitoring and evaluation processes.
- Proficient in recording evidence-based data, evaluating outcomes, and preparing detailed reports for funders and partners.
- Experience of working with multiple stakeholders to design and implement inclusive and adaptable programmes aligned with community needs and aspirations.
- Experience in providing support, supervision and training to volunteers.

Skills and Attributes

- Highly organised with ability to plan, prioritise and manage workloads effectively to meet deadlines and deliver high-quality results.
- Skilled in building constructive relationships with a diverse range of individuals, ensuring effective engagement and participation across all ages and backgrounds.
- Proficient in producing comprehensive monitoring reports for funders and partners.
- Strong verbal communication and facilitation skills, able to engage both large and small groups while ensuring inclusive practices and participation.
- Flexible and responsive to emerging situations and opportunities, with a proactive approach to seeking new opportunities and developing effective solutions.
- IT Proficiency: competent in using Microsoft Office, CRM systems, and social media platforms.
- An effective team player who supports colleagues and can work independently when needed.
- Experienced in understanding the impact of decisions and actions on others, and open to change.
- Strong conflict resolution skills with a proven ability to identify and address problems effectively.
- Assertive yet empathetic, with a warm approach to interactions.
- Honest, reliable, flexible, and oriented towards fostering positive relationships with others.

How to apply

Click the Quick Apply button on Charity Job website. You'll be asked to submit a CV and cover letter (no more than 2 sides of A4). Please ensure you use the cover letter to highlight how you meet the person specification criteria.

We endeavour to make this application process as accessible as possible, if you have any questions or requests that will support your application, please contact administrator@elizabeth-house.org.uk.

Closing date for applications: Sunday 13 October, midnight.

If you have any questions about the role please contact the Executive Director, Nathalie for an informal chat on info@elizabeth-house.org.uk

Terms and Conditions of Employment

This role is funded until 30 April 2026. Our Community Team was formed in early 2020 and has continued to develop thanks to vital grant funding and donations. This post will be extended subject to funding being secured for existing and new community services.

Salary

The remuneration for this post is between £37,000 and £39,000 per annum pro rata, depending on experience.

Working hours

The contracted hours are 30 hours per week. Hours are relatively flexible, with some core hours on Monday to Wednesday, and will include occasional evening or weekend hours.

Annual leave

25 days annual leave (pro rata), plus bank holidays.

Place of work

The post will be based at Elizabeth House Community Centre and in the community. Some hybrid working is possible, but mostly centre-based hours.

Pre-employment checks and proof of identification

After interview we will take up at least two professional references. The post is subject to a satisfactory enhanced DBS check.

- This post is subject to a satisfactory Enhanced DBS.

To verify the right to work in the UK, HVBT is required to confirm the identity of any potential employees. For this reason, we will seek documentation as evidence of identity and right to work. Please note that any information supplied will be treated in accordance with the Data Protection Act.

Probation period

The probationary period is 6 months for this role.

What we offer

- Ongoing group and 1:1 support, as well as formal training relevant to the role (including safeguarding, asset-based community development, community organising and first aid)
- Flexible and hybrid working options.
- 24/7 Employee Assistance Programme.
- Free childcare (after school and holidays) to enable you to work as Community Leader.
- A friendly, welcoming and supportive team.
- Opportunities for further development and training.

Diversity, Equality and Inclusion

Elizabeth House operates in some of the most diverse boroughs of London. We are working towards a goal where our team fully reflects that diversity and difference in lived experiences.

We are fully committed to running a recruitment process that underlines our commitment to racial justice and wider inclusion and diversity. We want Elizabeth House to be a place where our individual differences and contributions are truly recognised and valued. We particularly encourage applicants who are currently underrepresented in our board, workforce and wider sector. This includes but is not limited to candidates who identify as being from Black, Asian and other ethnic backgrounds from the global majority, and candidates who identify as being disabled. We also welcome applicants with their own lived experiences of the challenges we aim to address.

The information you provide will be used solely in the recruitment process and will be retained for six months from the date on which you are informed whether you have been invited to interview, or six months from the date of interview. Such information may include details relating to ethnic monitoring and disability: these will be used solely for internal monitoring and will not be disclosed to any third party.

