



29 July 2024

Outreach Projects and Partnerships Manager

Values: **Contemplation, Action, Adventure, Courage, Kindness**

Website: www.sjp.org.uk

Introduction

St James's Piccadilly is a Church of England parish in the heart of London. In addition to the regular services, an active congregation, and committed staff team, we run and support volunteer groups and outreach projects, which provide practical action and pastoral care alongside people experiencing homelessness and on low incomes, going through the asylum system, returning to work having been in the prison system, and experiencing short or long-term challenges with mental and physical health. There are a number of volunteer-led environmental initiatives that this role will also support. The post of Outreach Projects and Partnerships Manager is key in leading the impact delivery that St James's seeks to make, integrated within the church's core values.

About us:

St James's Piccadilly welcomes both a gathered worshipping congregation on Sundays, and also serves its parish during the week with a wide variety of services, projects, activities, creative events, and the provision of a peaceful and quiet space in the centre of a busy and vibrant city. Our 2023-26 Strategy expresses our core ambition 'to build a larger, more inclusive, imaginative and influential St James's community'. Key to this are our volunteer teams within social and earth justice projects and partnerships. Volunteers are drawn from many different constituencies including local businesses, Westminster Council initiatives, schools and colleges, as well as the congregation itself. This role relates to all St James's stakeholders and communities, with a particular emphasis on external partnerships and volunteering opportunities. A major development project is planned in the next 2-3 years, dependent on funding. This post is pivotal in delivering the St James's strategy for 2023-26 within this dynamic context.

JOB DESCRIPTION

1 JOB DETAILS

Role Title:	Outreach Projects and Partnerships Manager (.8)
Hours of work:	28 hours for 4 days per week (excluding an hour for lunch; further details on last page)
Contract:	Four days per week pro-rata employment contract – fixed term for 24 months (further details on last page)

2 JOB SUMMARY

The core of this crucial post at St James's is:

1. Leading outreach projects. This includes recruiting, supporting and coordinating volunteers, both internally from the congregation and externally, liaising with the Safeguarding Team to ensure checks and training are in place, as well as galvanising and developing links with volunteers and supporters from local businesses and organisations in conjunction with the outreach projects and Development Department staff teams.
2. Managing St James's weekly hospitality and clothing projects (Feast, Sunday Breakfast and Wardrobe) for people experiencing homelessness, and line managing the Food Outreach Coordinator (part-time, 20 hours per week)
3. Line managing the Refugee and Asylum Seeker Support Worker (part-time, 16 hours per week), co-leading the RAS Steering Group to support and building the leadership capacity of refugees and people in the asylum system within St James's outreach projects.
4. Building and sustaining successful local community partnerships with both individuals and organisations in the public and private sector in relation to St James's values and the 2023-26 strategy.

The Outreach Projects and Partnerships Manager is a role which is designed to ensure that St James's can sustain and grow its well-established and emerging social justice and outreach programmes in central London. The post-holder will lead processes for recruitment, support, retention and growth of the volunteer teams at St James's according to the ethos and values of the organisation, ensure all safeguarding procedures are in place for all outreach projects, as well as managing specialised training and development for volunteers working with complex and often marginalised groups. Good, clear communication is key. They will manage and oversee all stages of the volunteer journey, including online promotion of volunteering at St James's, initial enquiries and applications (including record-keeping and administration), safeguarding, induction, rotas, helping them feel part of the team, training and ongoing support, and moving on. They will manage volunteer

data using our ChurchSuite database, being flexible and supportive with those who are not confident or unable to use IT. They will ensure that administration is done efficiently, the data is managed accurately in line with our data protection and safeguarding policies, and that volunteer groups are all up to date with roles and responsibilities through rotas and role descriptions for each project, working closely with members of staff and project coordinators. This role will be key to ensuring that St James's provides an outstanding experience, positive environment, and inspiring offer across all aspects of the projects and volunteer groups.

St James's currently has approximately 130 volunteers within our projects and groups, and this is a growing and energetic part of St James's. Each group has a coordinator, and there is also a part-time paid staff member for Food Outreach (including our weekly meals for people experiencing homelessness) and Refugee and Asylum Seeker support (including our International Group's regular gatherings). Building leadership capacity, confidence, and skills amongst our volunteers, growing a truly diverse and inclusive volunteer base, as well as increasing opportunities for fundraising and sustainable financing for our programmes, are key priorities. Within the 2023-26 Strategy, St James's vision ensures that the full participation of everyone within our community is rooted in the flourishing of every person within the whole of creation. The Strategy also includes the Wren Project, a £20 million campaign to transform and improve St James's, as well as a recently-established partnership with a nearby church, St Pancras Euston Road.

Both the Wren Project and St Pancras may be exciting opportunities for establishing and increasing volunteering and outreach with diverse leadership and volunteering opportunities. As part of the new strategy at St James's, we are committed to growing the number of volunteers, the number of people in our congregation, the amount of planned giving, and the range of volunteering opportunities we offer with an emphasis on social justice, earth justice, and community outreach. As an inclusive and dynamic church rooted in the local community with a strong commitment to widening opportunities and offering authentic hospitality and belonging, we are particularly focused on welcoming and supporting volunteers who are under 40, from Global Majority Heritage backgrounds, and whose identities and lived experiences are diverse.

3 DIMENSIONS

Line manager is the Associate Rector (AR)

To line manage two part time staff: the Food Hospitality Outreach Coordinator (20 hours per week) and Refugee and Asylum Seeker Support Worker (16 hours per week)

The Outreach Projects and Partnerships Manager (OPPM) is key to ensuring that St James's provides an outstanding experience, positive environment, and inspiring offer for all volunteers.

In addition to the Food Outreach and Refugee and Asylum Seeker Support Worker and the Associate Rector, there is a close working relationship with the Head of Estates and Operations, the Verger Team, Site Manager, Church Wardens, the various coordinators for the different volunteer groups and the Clergy Team. To build and galvanise partnerships, close liaison with the Development Team is required, ensuring all volunteering opportunities with neighbouring businesses and organisations are maximised and sustained.

4 KEY RESULT AREAS

The following are Key Results and are not an exhaustive list. Aspects will change over time as this is a new role, and the successful candidate is expected to contribute to their development and progression.

- i) To manage St James's outreach projects, working closely with the Associate Rector, parish leadership team, Church Wardens and volunteer group coordinators, to operationally oversee all aspects of the volunteer journey including safeguarding and project-specific training.
- ii) To line manage two part-time staff: Food Outreach and the Refugee and Asylum Seeker Support Worker.
- iii) To work with the HR Advisor in ensuring that pre-volunteering checks including referencing, DBS checks and safeguarding training are implemented.
- iv) To manage all volunteer and volunteering data through St James's volunteer management CRM ChurchSuite, preparing regular monitoring reports and measuring qualitative and quantitative impacts according to agreed KPIs.
- v) To devise and run volunteer surveys and evaluate results.
- vi) To manage relationships with volunteering brokerage organisations e.g. Volunteer centres, One Westminster Volunteer Hub, the Student Christian Movement, higher education institutions, local businesses and charities, and to create new relationships to ensure that St James's volunteering opportunities are being advertised widely and effectively.
- vii) To be the first point of contact for all volunteer enquiries.
- viii) To work with the Communications Team to amplify the work and voices of volunteers.
- ix) To work with the Development Team to maximise the potential of external volunteer offers with local businesses and organisations, and to make connections between volunteering and the Wren Project at St James's.
- x) To work with the Associate Rector, Food Hospitality Outreach Coordinator and Refugee and Asylum Seeker Support Worker to research, plan and deliver an annual programme of appropriate training for volunteers.

- xi) To consult on, plan and deliver a programme of social and networking events for volunteers throughout the year, in order to build community and belonging amongst the volunteering teams.
- xii) To discern and develop funding opportunities to support and grow volunteer groups.
- xiii) To champion volunteering internally and externally together with volunteer groups.
- xiv) To attend St James's Sunday services (11am Eucharist) monthly, and additional congregational and community volunteer events as required.
- xv) To attend and to support the leadership of all outreach projects, particularly Feast (Monday evenings) and Sunday Breakfast (Sunday mornings)
- xvi) To attend meetings and to and support the strategic work of the Safeguarding Team, the Strategy Programme Group, the Refugee and Asylum Seeker Steering Group, and the Food Outreach Team
- xvii) From time to time to undertake additional or other duties as necessary as commensurate with the role, including some out-of-working-hours events.

5 REQUIREMENTS FOR THE ROLE

Essential criteria

- a) At least 3 years' experience recruiting and supervising volunteers, and an understanding of best practice in terms of the role of volunteers within the voluntary sector, including safeguarding requirements and procedures.
- b) Proven expertise in and excellent understanding of what constitutes a good volunteering experience.
- c) Excellent communicator with good interpersonal skills and ability to build excellent working relationships with a diverse range of staff, volunteers and external stakeholders in a dynamic and evolving setting.
- d) Experience of working well in teams, with a genuine interest in people and working collaboratively.
- e) Ability and aptitude to manage a varied workload, including being proactive at prioritising and problem-solving.
- f) Flexibility and ability to thrive in changing environments.
- g) Able to take initiative and work proactively and independently.
- h) Exceptional planning and organisational skills and able to work to deadlines.
- i) Excellent computer literacy, including confidence in use of Office 365 and CRMs for rotas and databases holding personal records.
- j) Experience of and demonstrable commitment to promoting and championing equity, diversity, inclusion, hospitality, and belonging.
- k) Flexibility with working hours from time to time (to be planned and agreed in advance).

Desirable criteria

- l) Understanding and appreciation of the Church of England and Christianity.
- m) Experience of delivering safeguarding workshops and being a Registered Recruiter for DBS checks.
- n) Project management experience.
- o) Experience of designing and/or delivering training sessions and workshops for volunteers.
- p) Experience of working with people going through homelessness, and people who are refugees and asylum seekers.
- q) First Aid trained (Emergency First Aid at Work and Mental Health First Aid).

Equity, Inclusion and Diversity at St James's

St James's strives to be representative of people and communities from across all backgrounds and identities. We actively welcome applications from people who are currently underrepresented in our community including people with Global Majority Heritage, people with lived experience of poverty, and people who identify as LGBTQ+.

St James's has a strong commitment to equity, inclusion and diversity, and is developing a community in which all can belong, all are valued, and all are welcome. Intersectionality is a key aspect of all aspects of life at St James's, and the congregation is on a journey of learning and action regarding the importance and the urgency of celebrating every person's identity. It is a Church of England church which is open to the world, welcoming and engaging with people of all faiths and none. We aim to reflect this as much as possible in the staff team, congregation, partnerships, and volunteer groups.

Candidates do not have to identify as Christian or belong to a religious faith, but the successful candidate will be in sympathy with, and will actively promote St James's ethos and values.

6 TERMS OF APPOINTMENT

Title: Outreach Projects and Partnerships Manager (.8 role)

Hours: 4 days per week: 7 hours per day excluding an hour for lunch: 28 hours per week – days typically required to be on site are Mondays from 12pm until 8pm for FEAST); Wednesdays from 9.30am until 5.30pm and Thursdays 9.30am until 5.30pm with balance of one day to be discussed at the interview including attendance at St James's events and flexibility of working hours, e.g. WFH one day per week

Employment contract: Fixed-term for 24 months (with possibility of renewal)

Remuneration: £35,280pa for .8 role (based on FTE £44,100pa) plus 7.5% pension contribution by St James's with .5% contribution by the employee

DBS: Disclosure and Barring Service – due to working with vulnerable/at risk adults there is the requirement to undertake the Enhanced DBS check

7 APPLICATION PROCESS

Please complete the application form - refer www.sjp.org.uk/jobs - and forward to Jane Gray, HR Advisor hr@sjp.org.uk by 9am Monday 19 August. (Job description including person specification on the website too.)

Interviews will be held during week of 26 August 2024. Aiming for a start date as soon as possible.