

Pecan Recruitment Pack



Brief History

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on [our history](#), please visit our website.

Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our [Mission, Vision and Values](#) is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

Our Services

We currently have 30+ members of staff that work across our different teams and projects:

- **[Employment Support](#)**; We deliver contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA and First Aid.
- **[Together](#)**; This Pecan project brings together a range of activities and services previously delivered by Pecan's [HOurBank](#) project, into a new Community Hub that aims to create a one-stop-shop for our community. You will find a warm place to sit, café sessions, coffee mornings, arts and crafts, advice, support, health and wellbeing activities, workshops, and information. You will also find a variety of community and social activities, as well as signposting and information about what is happening in the borough.
- **[Women's Services](#)**; The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.
- **[Peckham Pantry](#)**; This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.
- **[Foodbank](#)**; This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.
- **Central Services**; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination and Wellbeing.

We are governed by our [board of trustees](#) currently consisting of 11 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our [website](#) for more details on our [team members](#) and services.

Why work for Pecan

For thirty-five years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time.

We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

Flexible Working (right to request)

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

Family friendly policy

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

Pension

- Enhanced employer contribution 8%
- Option to employee increase %

Learning and Development

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

Additional Benefits

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

Access to an Employer Assistance Programme (EAP) via Croner & Perkbox

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access to qualified GPs rather than trained nursing staff.

Access to Wellbeing programmes

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

Access to:

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership

JOB DESCRIPTION

Title	Head of Services (Maternity Cover)
Team	Central Team
Reporting to	Chief Executive Officer
Hours	36 hours per week (Full time)
Salary	£41,000.00 pro rata p/a
Contract	Fixed Term 12-months
Location	121a Peckham High Street, SE15 5SE

Purpose of the Post:

This role is a core part of Pecan’s senior leadership team (SLT), working to develop strategic direction and playing a key role in the organisation’s aim to transform the lives of the most disadvantaged people in our community.

You will enable Pecan’s frontline team to deliver the highest possible standards of service. You will have responsibility for Employment Support, Southwark & Lewisham Women’s Service and Together community projects.

This role also oversees Marketing & Communications and Partnerships. It will work closely with the Fundraising Manager and is the Safeguarding Lead and the Equalities Lead.

Main Responsibilities:

- To play a significant role in the pastoral care and wellbeing of staff and volunteers ensuring they feel supported and safe at work and have access to wellbeing support.
- To develop and deliver services supporting women affected by the criminal justice system and for local women seeking support, information and community.
- To develop and deliver contracted services to enable people to gain employment.
- Expand the offer to reduce isolation and increase community cohesion as well as tackle some of the barriers facing people.
- To work closely with the Head of Food Services to develop and deliver a cohesive Pecan offer of support that brings teams together under one umbrella.
- Develop and deliver training and development that supports staff in their careers with increased skills and confidence.
- To work closely with HR and the Wellbeing Lead in developing and delivering a cohesive and Pecan-wide Equity, Diversity and Inclusion programme, embedding it in the organisation

Staff Management

1. Line manage and appraise staff in line with Pecan's procedures: Employment Support Manager, SL Women's Service Manager, Together Co-ordinator, Marketing Manager and the Partnerships Manager.
2. Work with the HR to recruit staff as appropriate.
3. Ensure staff and volunteers work to the highest safeguarding standards.
4. Ensure all project staff, volunteers and members have a safe and healthy working environment and that this is reviewed regularly.
5. Enable the project managers and leads to maintain an environment of shared trust where kindness, belief and hope are at the forefront.

Service Oversight

1. Ensure the projects deliver contracted services to a standard above the minimum requirements of the contract.
2. Engage in networking opportunities and work with the Fundraising Manager and external fundraising support to research new tendering and grant funding opportunities.
3. Work as part of the Fundraising Team to submit tenders and applications for new and existing services.
4. Developing opportunities to increase engagement, reach and impact by growing partnerships with local churches, faith groups, charities and community partners.
5. Support project managers to monitor and report on the progress of contracts internally and externally.
6. Enable the project managers to ensure that their teams can deliver services in a safe and supported structure, especially when working outside of the main office.
7. In partnership with the teams, develop and deliver a business plan and ethos that enables our clients and members to thrive.

Safeguarding

1. Be the Safeguarding Lead for Pecan and work closely with the Deputy Lead.
2. Manage all safeguarding issues and reports within the organization.
3. Manage all investigations in line with Pecan's policy and best practice.
4. Stay up to date on safeguarding legislation and advice

Operational Development

1. To deputise for the CEO alongside the Head of Food Services
2. Support the CEO in developing and delivering the strategic and business plan for the organization.
3. Represent Pecan in the CEO's absence at community and faith events.
4. Support the Partnerships Manager in enabling corporate partners to get involved in the work of Pecan.
5. Support the Marketing Manager to build Pecan's social media and online presence.
6. Support the CEO and Trustees in the governance of the organization.

Wider Organisational Responsibilities

- Attend Pecan team meetings as and when required, including leading on Senior management meetings (monthly).
- Undertake all duties associated with being a member of the SLT.
- Read the core policies and adhere to all policies and procedures.
- Carry out other duties as agreed by the Chief Executive Officer.
- Undertake responsibilities associated with being a member of the Pecan team
- Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner.
- In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance.

PERSON SPECIFICATION

This specification will form the short-listing criteria.

Knowledge, Skills and Experience	Essential	Desirable	Application	Interview
Strong experience of managing contracts.	X		X	X
Demonstratable history in achieving targets.	X			X
Experience of managing staff and volunteer teams.	X		X	X
A strong understanding of the community, employment, women's or criminal justice sectors.	X		X	X
Experience of establishing new contracts.	X		X	X
Good facilitation, influencing, and negotiation skills.	X			X
A strong understanding of the role of monitoring and evaluation.	X			X
Attention to detail	X		X	X
Excellent IT skills including of MS Office applications and databases.	X			X
Excellent communication skills including the ability to conduct challenging conversations.	X			X
An effective networker.		X		
Experience of the voluntary and community sector.		X		
Experience of working across a spectrum of church cultures and types.		X		
Experience of organisational development.		X		
Personal Qualities	Essential	Desirable	Application	Interview
Strong commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions.	X		X	X
A people person with the ability to make people feel good.	X			X
Ability to work well in a team and unsupervised.	X		X	X
Encouraging and resilient with a strong positive attitude.	X			X
Confident and self-motivating.	X			X
Resourceful and imaginative, bringing creativity to the role.	X			X

Personal Circumstances

There is some flexibility in working hours. Very rarely you may be required to work some evenings and weekends. Time Off in Lieu is provided for agreed evening and weekend work. The post holder will need to arrange their time to support the development of individual clients most appropriately.

How to Apply

Pecan is committed to recruiting with care and to safeguarding and promoting the welfare of vulnerable people and expects all staff and volunteers to share this commitment. This post will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

Pecan strongly encourages applications from women from minority ethnic groups and women with direct experience of the criminal justice system.

Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

To apply, please submit the following to [CharityJob](#):

1. CV
2. Covering Letter, no more than **2-sides of A4 paper**, expanding on your passion for this area of work and describing how you meet the Job Description/Person Specification, as set out in this pack.

Closing Date: Wednesday 6th November 2024, 9am

Interview Date: Week commencing Monday 11th November 2024, Details TBC

Start Date: ASAP

Please note that applications must contain **BOTH the CV and Covering Letter** as described above to be considered. Applications must be submitted to the appropriate platform before the deadline to be considered. Candidates that have not been contacted by the interview date or within 2 weeks of applying if it is an open recruitment, have not been shortlisted for interviews. A decision on appointment will be made following the interview process.

All recruitment queries should be directed to careers@pecan.org.uk.

To be directly informed about all of our career opportunities, please keep an eye on the [vacancies](#) page of our website, or join our careers [mailing list](#).

We look forward to receiving your application.