Head of Community Programmes
Job Description

Job title	Head of Community Programmes	**Location**	Hybrid
Department	Communities	**Length of contract**	Permanent
Outreach Work Required	Y	**Safeguarding level**	TBC
Reporting to	Director of Policy, Research and Communities	**Direct reports**	2 Community Participation Officers 1 LinkAgePlus Outreach Worker 1 Community Partnership Officer
Working Hours	28 hours per week	**Working Pattern**	The postholder must be on-site at the Community Centre during its 18 weekly operational hours (Monday, Wednesday and Thursday, 10am–4pm). The remaining 10 hours offer some flexibility to work from home and can be spread across three to five working days, within core working hours, subject to programme delivery and operational requirements.

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.
We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

Department background

About our Community Programmes

Toynbee Hall's Community Programmes team brings together frontline service delivery and community-led social change. Our work focuses on helping local communities thrive by improving health and wellbeing, reducing social isolation, strengthening community connections and addressing the inequalities that affect people's lives.

We believe that community programmes should do more than provide activities and services. They should empower people, strengthen local networks and create opportunities for residents to shape the decisions and services that affect them. We aim to combine high-quality, accessible service delivery with a longer-term commitment to building stronger, more connected and resilient communities. Our current community programmes include:

LinkAge Plus – Supporting older people to live well and independently

Toynbee Hall is the lead delivery partner for LinkAge Plus, working alongside four other community organisations to support residents aged 50 and over across Tower Hamlets. The programme aims to reduce social isolation, improve health and wellbeing, and help older people remain independent and connected to their communities.

Through our network of five community hubs, we provide social, physical and learning activities, digital inclusion support, health promotion and falls prevention, alongside one-to-one practical

assistance, outreach and referrals to other services. We also create opportunities for older residents to volunteer, develop peer-led activities and influence the services and decisions that affect their lives.

The Right to Play – Supporting children and families

Our community play programme provides free, accessible opportunities for children and families in Tower Hamlets to play, learn and connect. Working with local schools and community partners, we deliver indoor and outdoor play and artbased-based learning activities that support children's physical and emotional wellbeing.

Smoking Cessation – Tackling health inequalities

In partnership with Thrive Tribe's Gloji Smokefree service, we deliver community-based smoking cessation support in the City of London and Hackney. The programme focuses on reaching communities disproportionately affected by smoking through culturally appropriate outreach, engagement and group-based behavioural support.

Developing our future community offer

Alongside delivering our established programmes, we are aiming to grow our community programming and develop a more joined-up and sustainable approach to community provision that meets immediate needs while contributing to lasting social change. This means working with residents and local partners to identify unmet needs, strengthen community participation and leadership, and address the interconnected challenges of poor health, financial insecurity and social isolation. Our priorities include developing new partnerships and funding opportunities, strengthening existing services and making better use of our Community Centre as an inclusive space shaped by local people.

How we work

Our values are Inclusive, Courageous and Empowering and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

We are seeking an ambitious and experienced Head of Community Programmes to provide strategic leadership for our community offer, driving its development, growth and long-term sustainability. The successful candidate will identify new opportunities, build strategic partnerships and work alongside local residents to develop innovative, inclusive programmes that respond to community needs and contribute to lasting social change.

Alongside this strategic remit, the role will provide hands-on leadership of our existing programmes, managing and supporting the team responsible for day-to-day delivery and ensuring that our Community Centre remains a vibrant, welcoming and safe space. We are looking for someone who combines strategic vision with a willingness to get directly involved in programme delivery, building strong relationships with staff and community members and developing a deep understanding of our activities and the people they serve. Strong operational management skills, including experience of working with vulnerable people and ensuring effective safeguarding practices, are essential.

Scope of role

The Head of Community Programmes will provide strategic leadership for the development, growth and delivery of Toynbee Hall's community programmes, ensuring they respond to local needs, contribute to lasting social change and are financially sustainable. Working closely with residents, colleagues and external partners, the postholder will shape a coherent and ambitious community offer, identifying opportunities for innovation, strategic partnerships and new funding.

The role combines strategic development with hands-on operational leadership. The postholder will line manage a team of 4–6 staff, oversee programme delivery and the day-to-day running of the Community Centre, and maintain direct engagement with activities, staff and service users, including supporting delivery where needed. They will champion co-production, ensuring that people with lived experience meaningfully shape programmes, and lead outreach to engage underserved communities.

The postholder will also be responsible for programme budgets, performance monitoring, impact evaluation, safeguarding and the quality and sustainability of services, ensuring that Toynbee Hall's community programmes deliver meaningful outcomes for local people.

Key working relationships

The Head of Community Programmes reports to the Director of Policy, Research and Communities. The role works in close collaboration with the research and policy team as well as the advice team. The Head of Community Programmes line manages four members of the communities team.

Building and maintaining strong strategic partnerships will be central to this role. The Head of Community Programmes will develop relationships with local authorities, funders, community organisations and other key stakeholders to identify opportunities for collaboration, strengthen existing provision and support the growth and sustainability of our programmes. Equally important will be meaningful engagement with local residents, ensuring that community voices and lived experience actively shape the design, delivery and development of our services.

Key Responsibilities

1. Strategic leadership and programme development

- Provide strategic leadership for Toynbee Hall's community programmes, developing and delivering an ambitious, coherent and sustainable community offer that responds to local needs and contributes to lasting social change.
- Identify and pursue opportunities for programme growth, innovation and new partnerships.

2. Programme delivery and operational oversight

- Provide leadership and oversight of all community programme delivery, ensuring consistently high-quality, inclusive and effective services, both within the Community Centre and at external locations.
- Maintain a strong hands-on presence, building relationships with service users and staff, actively engaging in activities and supporting direct delivery where needed.
- Ensure the effective day-to-day operation of the Community Centre, including appropriate staffing, safe working practices and a welcoming environment.

3. Financial management and sustainability

- Take responsibility for the financial management and sustainability of community programmes, including budget planning, monitoring, resource allocation and compliance with funding requirements.
- Work collaboratively with fundraising and senior colleagues to identify and develop new income opportunities.
- Contribute to funding applications and commissioning processes, ensuring that resources are deployed effectively to maximise community impact.

4. Team leadership and management

- Lead, manage and develop the Community Programmes team, setting clear expectations, supporting professional development and fostering a culture of accountability and collaboration.
- Translate strategic priorities into clear operational plans, objectives and performance measures, ensuring effective delegation, workload management and delivery against agreed targets.
- Provide supportive and effective line management in accordance with organisational policies and values.

5. Strategic partnerships, outreach and inclusion

- Build and maintain strategic relationships with local authorities, commissioners, funders, community organisations and other key stakeholders to strengthen existing provision and develop new opportunities for collaboration.
- Lead approaches to outreach and engagement that reach underserved communities and remove barriers to participation.

6. Community engagement, co-production and service development

- Lead a community-informed approach to programme development, ensuring that residents and people with lived experience have meaningful opportunities to shape the design, delivery and evaluation of services.
- Identify emerging community needs, gaps in provision and opportunities for innovation.

7. Community leadership and social change

- Work with residents and local partners to identify and address barriers to wellbeing, opportunity and inclusion, supporting community-led solutions and lasting social change in cooperation with the Research and Policy team.

8. Safeguarding, quality and risk management

- Provide leadership and accountability for safeguarding, health and safety, risk management and service quality across all community programmes and delivery locations.
- Ensure robust policies, procedures and risk assessments are implemented consistently, that staff are appropriately trained and supported, and that concerns and incidents are managed promptly and effectively.

9. Organisational leadership, impact and strategic contribution

- Lead programme planning, performance monitoring and impact evaluation, including monitoring and reporting against contractual and organisational KPIs, ensuring timely and accurate reporting to funders, commissioners and internal stakeholders. Use performance data, evidence and learning to drive continuous improvement and inform future programme development.
- Represent Toynbee Hall externally, including at partnership meetings, local networks, commissioning forums and relevant events, building the organisation's profile and championing its community work.

10. Personal effectiveness and wider responsibilities

- Manage and prioritise your own workload effectively, balancing strategic development with operational responsibilities and responding flexibly to emerging priorities.
- Take responsibility for your professional development, seeking opportunities to strengthen

your skills and contribute to organisational learning.
- Work collaboratively across Toynbee Hall and uphold organisational policies and values.
- Undertake other reasonable duties as requested, consistent with the seniority and responsibilities of the role.

Person Specification

The successful candidate will demonstrate:

Essential criteria

Strategic leadership and programme development

- Significant experience of leading, developing and implementing community-based programmes, including responsibility for strategic planning and operational delivery.
- Strong understanding of community engagement and co-production approaches.

Leadership and people management

- Proven experience of leading, managing and developing teams, including setting objectives, managing performance and supporting staff wellbeing.

Partnerships and external relationships

- Demonstrable experience of developing and maintaining effective partnerships with a range of external stakeholders, including community organisations, statutory bodies, commissioners or funders.

Financial management, performance and sustainability

- Experience of managing programme budgets and ensuring delivery within financial and contractual requirements.
- Experience of monitoring and reporting against programme objectives and KPIs, including collecting and using data to evaluate outcomes, demonstrate impact and improve services.

Community engagement, inclusion and social change

- Experience of working directly with people experiencing disadvantage, isolation or barriers to accessing services, with an empathetic and inclusive approach.

Safeguarding and operational management

- Sound knowledge and practical experience of safeguarding, health and safety and risk management within community-based services, including supporting staff to understand and implement relevant policies and procedures.

Values and organisational commitment

- Strong commitment to Toynbee Hall's mission and strategic objectives, including tackling poverty and inequality and supporting community-led social change.

Desirable criteria

- Ability to speak a language used by local communities, particularly Sylheti or another South Asian language.

Further information

Closing date: Sunday 6 December

Please note the right to work in the UK is a requirement of this role.