

# Outreach Manager (Full-time)

**Organisation:** The Branch Trust (CIO)

**Location:** In person, Chipping Norton, Oxfordshire

**Salary:** £36,000 (gross) **Contract:** Full-time (37.5 hours)

**Benefits:** 4% workplace pension contribution, five weeks paid annual leave

**Start Date:** Spring/Summer 2026

**Reporting To:** CEO

## About The Branch Trust

**The Branch Trust** is a charity established in 2020, growing out of the outreach work of St Mary's Church, Chipping Norton. We serve communities across Chipping Norton and surrounding villages, with a particular focus on the most deprived areas of West Oxfordshire, where barriers to accessing support can prevent individuals and families from thriving.

At the heart of our work is a deep commitment to listening carefully to the real challenges faced at grassroots level and responding in a dynamic, innovative way. Our approach brings together voluntary organisations, statutory services, and local community networks to create joined-up, practical support that treats people as whole individuals. This collaborative, holistic model—rooted in the life of the community—is something we believe can serve as a blueprint for others seeking to address complex social needs in meaningful and sustainable ways.

Driven by our Christian faith, we work alongside partners to support, encourage, and empower people of all ages, backgrounds, beliefs, and circumstances. With strong local backing, we have raised over £4 million to develop a central community hub in Chipping Norton, providing a base from which this integrated support and outreach can grow and flourish.

As our work continues to expand, we are seeking a Outreach Manager who is excited by the opportunity to join a passionate team committed to listening well, collaborating widely, and building innovative, community-centred responses that make a lasting difference. This role will help shape and strengthen the systems, processes, and partnerships that enable our outreach services to scale while remaining deeply rooted in the needs of the communities we serve.

## Role Overview

The Outreach Manager will work closely with the CEO to lead and coordinate the charity's frontline outreach work, particularly focusing on mental health support and domestic abuse response.

A key aspect of the role will also involve working closely with the Nurture Lead, who oversees the Nurture Team, to ensure strong collaboration, shared learning, and joined-up support for individuals and families engaging with The Branch Trust.

A large part of this role will be concentrating on building the collaborative work of The Branch, both building relationships with other services and networks and advocating for the work of The Branch. This role ensures consistency, quality, and impact across outreach activities while developing the organisation's capacity to grow.

## **Key Responsibilities**

### **Leadership and Organisational Development**

- Build a trusted and effective working relationship with the CEO to collaboratively work on the outward focus of the charity and interaction with other voluntary and statutory organisations
- Work closely with the Nurture Lead to align outreach and nurture services.
- Translate strategy into practical plans and help the charity grow sustainably.
- Foster a positive, healthy, and safe organisational culture that safeguards both staff and clients.

### **Outreach Delivery and Coordination**

- Lead and coordinate frontline outreach work, particularly mental health and domestic abuse support.
- Oversee Connect Cafe Help Desk Volunteers and shape services in partnership with support agencies.
- Ensure consistent standards, quality, and effectiveness across outreach activities.
- Develop and implement outreach strategies to support individuals and families experiencing hardship.
- Monitor and evaluate outreach initiatives to ensure they meet the charity's goals.

### **Partnerships and Advocacy**

- Build strong relationships with statutory and voluntary sector partners.
- Act as an advocate for the charity at events and in networks.
- Strengthen referral pathways with local authorities, schools, health professionals, and community organisations.

### **Team Management and Support**

- Provide supervision, support, and training to outreach staff, volunteers, and interns.
- Motivate and support the team to deliver high-quality services.
- Ensure accountability, wellbeing, and ongoing development within the outreach team.
- Train as a Designated Safeguarding Lead
- Attend weekly staff meetings and contribute to team life, including leading a time of worship once per quarter.

## **Operations, Monitoring and Compliance**

- Work with the CEO and Nurture Lead to review and develop systems for measuring and reporting impact.
- Ensure safeguarding and data protection (GDPR) standards are maintained.
- Support responsible management of budgets and resources.

## **Communications and Representation (optional, for discussion)**

- Implement communication strategies via social media, newsletters, and website.
- Represent the charity at local, district, and county-wide meetings.
- Report progress and updates to the Board of Trustees as required.

## **Person Specification**

### **Essential Experience**

- Experience managing or supervising teams.
- Experience or strong interest in the charity/community sector.
- Demonstrable internal and external communication skills.
- Commitment to delivering organisational objectives effectively.

### **Desirable Experience**

- Knowledge of statutory and voluntary sectors in Oxfordshire.
- Understanding of safeguarding, health & safety, and regulatory matters.
- Experience working collaboratively with external agencies.

### **Key Skills**

- Strong interpersonal and leadership skills.
- Sound decision-making and problem-solving abilities.
- Ability to manage multiple priorities and projects.
- Experience measuring and reporting financial and impact data.
- Strong organisational and time management skills.
- Ability to inspire and motivate others.
- Confidence working with people from diverse backgrounds.

## **Qualifications**

- Essential: Degree or equivalent relevant education.
- Desirable: Vocational qualifications; clean full driving licence.

## **Personal Attributes**

- Motivated by strong Christian faith.
- Compassionate towards vulnerable individuals and families.
- Positive, organised, and proactive.
- Creative, flexible, and adaptable.
- Collaborative and enthusiastic, committed to professional development.

## **Additional Information**

- Reports directly to the CEO under the governance of the Board of Trustees.
- Some work may take place in local schools, including St Mary's Primary School and Chipping Norton Secondary School, following relevant policies.
- Subject to Enhanced DBS check.
- Genuine Occupational Requirement (GOR): practising Christian. Post holder will participate in and occasionally lead short acts of worship within team meetings.
- Training and development opportunities provided.