

Job Description: Peterborough Team Lead

Job title:	PETERBOROUGH TEAM LEAD
Responsible to	Head of Delivery & Training
Key Internal working relationships	Executive Team Peterborough Support Team Support Centre Staff The wider HiA Network
Key External working relationships	Partner Churches Local Councils & other agencies Investors Estate agents and Contractors Funders

Responsible for:

1. **Team management:** ensuring a team culture of professional excellence and Christian spiritual passion in all it does.
2. **Tenant management:** focusing on high performance in managing voids, arrears, behavioural issues and move-on which positively empower tenants
3. **Housing management and investor liaison:** ensure all HiA houses are maintained to as high a standard as possible and work with investors.
4. **Budget management:** ensuring expenditure and income are managed well and in line with budget and working towards team self-sustainability
5. **Church liaison and spiritual leadership:** ensuring our church partners are engaged and supported in their Friendship and Support work and empowering them to do more.
6. **Growth and promotion:** ensuring the team is well represented at events and networking opportunities and continually seeking to grow the team's impact and effectiveness.

1. Team management

- Understand the team members and encourage their strengths and facilitate space to allow them to grow and develop.
- Develop the team's learning and growth through team discussion, supervision and training.
- Disciple, delegate, challenge and correct where necessary to develop a high-performance culture. Take disciplinary matters in line with policy.
- Recognise and react to signs of burnout or personal difficulties.
- Be involved in the recruitment process and explore roles for potential volunteers and/or interns.

- Facilitate a team ethos, which takes responsibility for fundraising initiatives, budget management, hitting high occupancy rates and appropriate maintenance costs.
- Be responsible for booking holiday entitlement and TOIL accrued.
- Adhere to all Hope into Action (HiA) policies and help input into policies where appropriate.

2. Tenant management

- Ensure the best possible occupancy levels to minimise void levels.
- Take quick and strong decisions on arrears and any warnings required to ensure minimum tenant debt or worsening behaviour contrary to house rules.
- Ensure each EW takes every tenant through the same HiA processes and journey: thorough assessment, weekly meetings, personal development plans, rent and personal charge payments, warnings and successful move on.
- Ensure EWs are accountable and that you are aware of all relevant tenant issues. Be prepared to step in when required and always be monitoring risk levels.
- Keep on top of EW monthly reports and outcomes so at any point, you can give account and take over tenant support (e.g. if an EW is sick).
- Be prepared to sanction or evict tenants when necessary, in conversation with the Head of Delivery & Training.
- Be safeguarding lead for the Peterborough work and liaise well with Head of Franchise & Safeguarding.

3. Housing management and investor liaison

- Manage the Maintenance Coordinator and Team administrator and ensure the regular maintenance of houses and ensure that they are at a good standard.
- Work with investors to find new properties and be involved in the purchasing and refurbishment process, often being the contact between Support Centre, investor and local church.
- Project manage the establishment of any new HiA homes, where this has been agreed with the Operations team including:
 - Be involved in searching for and the purchase of new properties.
 - Project manage new properties from purchase to tenants moving in, delegating tasks as appropriate
 - Manage the relationship with the prospective church, including gaining leadership support, establishing a Service Level Agreement, and establishing and training a Friendship and Support group.
 - Register the house as exempt accommodation with the Local Authority and agree rent.

4. Budget management

- Monitor the team budget throughout the year and respond to any issues relating to income or expenditure.
- Monitor and approve staff expenses.
- Encourage and collect partner church donations in line with church service level agreements

- Take responsibility for submitting fundraising grants and work with Supporter Relations to meet fundraising targets for the year.
- Work with EWs and churches to fundraise locally through events and develop regular giving.

5. Church liaison and spiritual leadership

- Ensure the team retains strong adherence to its Christian vision and values, ethos, culture and practices. Maintain a strong emphasis on prayer and a Biblical basis for decision-making, policy and culture.
- Ensure the role of the church remains central to the team's work. Value and appreciate their contribution.
- Respond to specific requests for ongoing training and offer innovative, relevant and engaging events to keep enthusiasm high.
- Lead and support other team members to meet church leaders, volunteers and other interested parties to represent, explain and promote HiA.
- Speak regularly at churches, Christian events, home groups etc and lead thanksgiving and prayer events at a range of Christian church denominations.
- Lead and delegate delivery of HOPE training.
- Encourage prayer, fundraising and financial support and develop local communication databases (E-prayer or local newsletters for example).
- Devote specific time to pray for the organisation, contribute to corporate worship and prayer and attend regular retreats.

6. Growth and promotion of HiA

- Actively and purposefully seek opportunities to attend forums, homeless events and secular meetings, which will grow your understanding but also increase the local awareness for HiA and what we offer.
- Ensure the team meet with and develop partnerships with new churches.
- Develop relationships with donors and investors.
- Invest in relationships (Council, other agencies, Christian ministries etc.).

Other:

- Occasional evening and weekend work may be required
- Take part on the rota for the Emergency, out-of-hours phone.
- Attend and contribute to HiA away days, spiritual retreats, meetings, training days, annual conference and other events.
- Identify training and personal development opportunities for yourself.

This post requires an Enhanced DBS check: Hope into Action is committed to safeguarding and promoting the welfare of vulnerable children and adults at risk and expects all employees to share this commitment.

Terms & Conditions

1. Hours of Work: 32 - 40 hours per week.
2. Salary – £36,083 FTE (pro rata for part time)
3. Annual Leave – 25 days per annum + bank holidays and Christmas days on a pro rata basis.
4. Sickness Leave – as per the agreed policy.
5. Pension – Group Personal Pension Plan: 8% employer’s contribution.
6. Maternity & Paternity Leave - Hope into Action gives maternity and paternity leave as per the agreed policy.

Person Specification

Experience and Qualifications	Essential	Desirable
Experience in the leadership of teams and people-management		
Experience of working with people affected by homelessness and offending		
Experience of empowering others to achieve their goals		
Experience of managing vulnerable adults and implementing safeguarding measures		
Good understanding of budget management and financial reporting		
Capability to assess and manage risk		
Good IT skills		
Experience of spiritual leadership and able to organise and lead thanksgiving and prayer events		

Skills and Personal Qualities	Essential	Desirable
A personal commitment to the Christian ethos, mission and values of HiA		
A passion for Christian social action and the transformative impact of the gospel		
Able to express a heart and vision for community development and how the church effectively serves those facing deprivation and low aspirations in ways which co-develop programmes to build community and total wellbeing		
Understanding and appreciation of a wide range of church traditions and backgrounds		
Good networker and ability to develop effective working relationships with a range of partners, churches, organisations and funders		
Strong organisational skills		

Ability to develop new projects	Green	White
Excellent communication skills in all settings	Green	White
Ability to prepare and deliver reports to a wide audience	White	Yellow
Appreciation of Performance Management and ability to assess and react to performance information	White	Yellow