Programmes Executive

Contract Type: Permanent with a probationary period
Location: Hybrid between our office (Richmix, E1 6LA) and the church (Drop-in and programmes space - St Columba's Church, Pont Street, Knightsbridge, SW1X 0BD)
Hours: 3 days per week
Salary: £30,000 pro rata
Reports to: CEO / Head of Programmes

Role Overview

The Programmes Executive plays a central role in making our weekly Drop-in a welcoming, well-organised and valuable space for homeless and vulnerably housed adults.

The Drop-in is the primary focus of this role. It is a **hands-on operational and frontline position**, with responsibility for helping the Drop-in run smoothly from preparation through to close. This includes managing deliveries and donations, ensuring the room and kitchen are properly set up, organising resources, coordinating and briefing volunteers, working with security and overseeing the practical flow of the evening.

The role is about more than logistics. The Executive will be a key guiding presence in the space, helping to shape its structure, atmosphere and culture. They will be visible and approachable, build positive relationships with guests, anticipate and manage issues, support volunteers and help ensure that the Drop-in is calm, welcoming, safe and respectful.

The Executive will also listen to what is happening on the ground, identify what is working and what could be improved and feed this back to the wider team. They will help guests understand and access relevant RESTART LIVES programmes and opportunities. They will be an important part of the Programmes team, supporting essential data and reporting, researching and sourcing facilitators, helping with programme logistics, contributing ideas for new activities and opportunities for guests and attending selected sessions. As part of this, they will run or help to run some activities such as Zumba, film club and board games before the main Drop-in service. These provide another opportunity to build trusted relationships with guests and encourage engagement with wider support.

This is an energetic, varied and hands-on role, offering the opportunity to have a **genuine and positive impact on the experience of our guests and the wider work of RESTART LIVES**. If this sounds like the kind of role you'd enjoy and you think you could bring the energy, warmth and initiative we're looking for, **we'd be delighted to hear from you.**

Key Responsibilities

1. Drop-in Operations and Oversight

- Help lead the preparation, running and close of the weekly Friday Drop-in.
- Coordinate deliveries, donations, food, equipment and room set-up.
- Organise and brief volunteers, and liaise with security.
- Oversee the flow of the evening and resolve practical issues as they arise.
- Help ensure the Drop-in is safe, welcoming, well-organised and respectful.

2. Guest Engagement & Culture

- Be a visible and trusted guiding presence in the Drop-in.
- Build positive relationships with guests and help shape the culture and atmosphere of the space.
- Listen to guests and feed back ideas and observations to improve the Drop-in.
- Help guests access relevant RESTART LIVES programmes and opportunities.

3. Volunteers & Resources

- Coordinate and support Drop-in volunteers, ensuring they understand their roles and boundaries.
- Help manage the receipt, storage and distribution of donated resources.
- Monitor resources and identify emerging needs.

4. Wider Programme Support

- Support programme administration, data logging, monitoring and reporting.
- Research and source facilitators, venues and other programme resources.
- Support programme logistics and partner communication.
- Run or help to run activities such as Zumba, film club and board games.
- Attend selected programme sessions and contribute ideas for new activities and opportunities for guests.

5. General Coordination

- Provide practical support to the CEO, Head of Programmes and wider team.
- Maintain effective communication with colleagues, volunteers and partners.
- Take initiative, solve problems and contribute to improving the Drop-in and wider programmes.

Person Specification

Essential

- Strong organisational and practical coordination skills.
- Warm, approachable and confident with a wide range of people.

- Comfortable working in a busy frontline setting with homeless and vulnerably housed adults.
- Able to build trusted relationships while maintaining professional boundaries.
- Calm, confident and able to guide others in a busy environment.
- Strong initiative and problem-solving skills.
- Experience coordinating volunteers, events, programmes or community activities.
- Able to manage competing priorities and respond flexibly.
- Good IT, administration and communication skills.

Desirable

- Experience in the charity, homelessness or community sector.
- Experience working directly with vulnerable or marginalised adults.
- Experience coordinating volunteers or running a Drop-in or community space.
- Experience managing donations, resources or deliveries.
- Experience in programme delivery, partnership working or reporting.
- Understanding of safeguarding principles.

Role Requirements

- Ability to commute to the job locations.
- Willingness to undergo a DBS/background check.
- Comfortable working in a frontline environment.
- Availability to work the Friday evening Drop-in as part of the 3-day working week.
- Authorised to work in the United Kingdom.

Safeguarding Responsibilities

The Safeguarding policy and procedures apply to everyone working at or for RESTART LIVES.

Staff are expected to respect the autonomy, privacy and dignity of guests and to work **w**ith guests rather than simply doing things for them. We seek to encourage guests to make their own informed choices and take positive steps, while ensuring they are aware of the support and programmes available to them.

Everyone is responsible for safeguarding and should:

- read and apply this safeguarding policy and procedures.
- be mindful of their own actions and behaviour, ensuring that good safeguarding practice takes place and being aware of their position of trust and their duty to guests.
- be alert to signs of abuse or neglect and the risk which potential abusers may pose.
- respond to all safeguarding concerns, however small they may appear.
- speak with colleagues to clarify matters and share information in a timely way. If you have a safeguarding concern, speak to a safeguarding member of staff, do not keep conversation amongst yourselves.