

# Team Manager Recruitment Pack

Closing date for applications 23.59 on 14th July 2024

## Contents

1. Welcome from the Chief Executive
2. Service Overview
3. Why work for Cambridge House?
4. Job Description and Person Specification for the post
5. How to Apply



## Welcome

I am delighted that you are considering joining our Cambridge House team. This recruitment pack includes information about our organisation and this role that I hope you will find useful.

With a dedicated and innovative team, tackling poverty, social inequity and social injustice has been our mission at Cambridge House since 1889. We work to tackle social exclusion and enable people to transition out of crisis and progress towards independence.

Our vision is of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives. Our activities are split into two areas - frontline services to support people to stabilise their lives and progress; and a research and knowledge exchange to support the development of the most effective social policy and practice.

### Law Centre

Free, independent, and expert legal services in housing, employment, discrimination and welfare benefits law alongside crisis mitigation support.

### Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

### Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

### Youth Empowerment

Investing in young people so they thrive as adults.

### Disabled Peoples' Empowerment

Supporting disabled children and adults to take control of their own lives and futures.

### Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly welcome applications from disabled people, the LGBTQ+ communities, people from Black, Asian, and ethnic minority backgrounds and candidates who shared lived experience with our service users.

If you would like to be part of this very special organisation and believe that you can contribute to our mission, we welcome an application from you. For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley CBE**  
**Chief Executive**

# Our Safer Renting Service

## Our work

Safer Renting fights to strengthen the rights and provide access to justice for renters exploited by criminal landlords. We aim to make private renting safe for all. We deliver frontline services and research and campaigning activities to improve private rented sector housing legislation, policy and practice.

## Context /Background

Safer Renting, was established eight years ago and is based in London. We are expanding and serve a growing number of out-of-London areas and aspire to develop work in the regional county councils

## Our Approach

Safer Renting tackles illegal behaviour in the private rented sector (PRS) by working closely with local authorities, civil society organisations (including funders and active membership of the Renters Reform Coalition), statutory agencies, and academic institutions to:

- Support and advocate for tenants in the 'shadow' private rented sector
- Publish awarding winning research to influence government and social policy
- Provide training and forums for other professionals on best practice

Since it was set up in 2016, a turbulent period for the charitable sector, Safer Renting has attracted unprecedented external funding and support from a diverse range of charitable funders and new partnerships who share our understanding of the current challenges and solutions.

## The Role

We seek an experienced people-manager who is committed and motivated towards our social justice mission for private renters. The successful candidate must have a minimum of 2 years' experience of supervising, motivating, performance managing and developing staff teams in challenging frontline service environments, including holding team members accountable for the delivery of contractual KPIs.

The team is energetic, knowledgeable, accomplished, client-focused and highly mission-driven, and the successful candidate will have excellent interpersonal skills, be an active listener, and understand the challenges of nurturing the team to develop the following core competencies:

- accountability, including accepting constructive feedback and taking ownership of the results they need to achieve individually and collectively to achieve our aims and fulfil the contractual requirements of funders, commissioners, and accrediting bodies
- agility, creative-thinking and solution-focused in the face of changing demands
- resilience to deliver a trauma-informed service, safeguarding clients and colleagues and achieve our high and quality assured service standards
- an inclusive and culturally competent approach to working with a diversity of colleagues and service users who experience social inequity and exclusion

A knowledge of landlord-tenant law and the current challenges facing the private rented sector would be beneficial. Candidates need not be experts in housing law but they must demonstrate the ability to operate confidently in a housing law service working alongside colleagues that are legally qualified.

## Why work for Cambridge House?

As a member of our team you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- Share lived experiences with our service users
  - 100% of the leadership team
  - 80% of our heads of services
  - 75% of staff
  - 33% of trustees
- Are from Black Asian and ethnically minoritised communities
  - 100% of the leadership team
  - 20% of our heads of services
  - 51% of staff
  - 33% of trustees
- Are women
  - 100% of the leadership team
  - 80% of our heads of services
  - 63% of staff
  - 50% of trustees
- Are disabled, neurodiverse and/or live with a mental or physical health condition
  - 100% of the leadership team
  - 80% of our heads of services
  - 39% of staff
  - 25% of trustees
- Are from LGBTQIA+ communities
  - 20% of our heads of services
  - 27% of staff

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration offer includes:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid working
- Flexible working
- Pension scheme
- Interest free staff loans for:
  - Season tickets
  - Bicycle purchasing
  - Tenancy deposits
  - Nursery deposits
  - Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits

## Job Description

Job title:	<b>Team Manager</b>
Reports to:	Deputy Head of Service
Responsible for:	Up to 7 caseworkers/interns/advocates
Contract:	Permanent
Location:	Cambridge House offices
Salary:	Up to £35,000 per annum (depending on experience)
Working hours:	35 (FT) hours per week (Monday to Friday)
Holiday:	30 days per annum pro rata
Special conditions:	<ul style="list-style-type: none"><li>- Enhanced DBS check</li><li>- Hybrid remote and office working arrangements</li><li>- Occasional evening and weekend work</li></ul>

### Job Purpose

As a member of Cambridge House's Safer Renting Team, led by the Head of Service, this role is to:

- i) Manage, build, inspire and support the wellbeing of a high-performing team of private tenancy rights caseworkers who deliver positive experiences and outcomes for services users and stakeholders
- ii) Keep up to date with developments in or affecting tenancy rights, housing law and its enforcement
- iii) Ensure our accredited service-quality standards are achieved,
- iv) Encourage and support user involvement and private tenants' voice generally in our service development
- v) Represent Safer Renting to and manage relationships with an agreed group of local authorities

### Key Duties

#### 1. Team management

- a) Plan the work of the team including compiling and communicating key performance indicators
- b) Motivate the team to deliver the service to agreed standards, carrying out regular supervisions, appraisals and regular team meetings
- c) Monitor, performance manage and record team performance against clear, measurable goals, addressing performance deficits quickly
- d) Use casework management tools and ensure service and casework management protocols set out in the Policy and Procedure and Quality Assurance Handbook are followed by all team members
- e) Maintain quality assurance data and accreditation evidence

## **2. Internal communication and knowledge sharing**

- a) Share learning on effective casework approaches
- b) Contribute to wider team development and knowledge management
- c) Contribute to cross-organisation shared learning, knowledge management and development

## **3. External influencing and knowledge sharing**

- a) Actively support research initiatives, analysing our casework data, improving understanding of the lower end of the private rented market in London
- b) Represent Safer Renting at external events including policy and practice discussions

## **General Responsibilities**

- 1. To keep abreast of the overall work of Cambridge House.
- 2. To be self-servicing and competent in the use of IT software.
- 3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
- 4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making as necessary.
- 5. To comply with all of Cambridge House's corporate policies and procedures.
- 6. To carry out any other duties commensurate with the role.
- 7. To work occasional unsociable hours (evenings and weekends).
- 8. Travel across, and on occasions, outside of London.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

# Person Specification

Criteria	Essential	Desirable
<b>Qualifications and training</b>		<ol style="list-style-type: none"> <li>1. Training in equality, diversity and inclusion and/or HR management</li> <li>2. Training in trauma -informed practice</li> <li>3. Relevant academic or work-based training, such as:               <ol style="list-style-type: none"> <li>a) Degree in Law or relevant subject</li> <li>b) Professional and/or vocational training in team leadership, management, or supervision</li> </ol> </li> </ol>
<b>Knowledge and experience</b>	<ol style="list-style-type: none"> <li>1. A minimum of 2 years' team leadership and management experience in a variety of settings</li> <li>2. Experience of supervising, building, motivating, performance managing, and developing frontline service delivery teams in inclusive and 'customer orientated' settings</li> <li>3. Knowledge of HR management best practice and law, including assisting with hiring and training employees</li> <li>4. Experience of working in a setting that required an understanding and application of legislation, case law and/or statutory guidance</li> <li>5. Experience of ensuring team targets are met, assessing team performance, providing feedback to employees, and dealing with poor performance and interpersonal issues</li> <li>6. Excellent working knowledge and comprehension of written English</li> <li>7. Proficiency in use of Microsoft Office including Excel and Word.</li> <li>8. Knowledge and experience of diversity and inclusion best practice and the value of 'lived experience'</li> <li>9. Experience of working in voluntary, public and or charity sectors</li> <li>10. Knowledge and experience of collating, analysing and reporting on numerical and qualitative service data</li> <li>11. Experience of GDPR compliance and, dealing with confidential and sensitive issues, including complaints procedures</li> <li>12. Experience of successfully completing tasks in a fast-paced environment and to deadlines.</li> <li>13. Experience of working pro-actively and with minimal instruction.</li> </ol>	<ol style="list-style-type: none"> <li>1. Working in an externally accredited service environment</li> <li>2. Up-to-date general knowledge of the legislative framework for landlord &amp; tenant and housing law and/or experience of statutory enforcement in the housing sector</li> <li>3. Experience of acting as a representative and ambassador of the organisation externally including media handling</li> <li>4. Financial management including budgeting and budget management</li> <li>5. Working in a small team</li> </ol>
<b>Skills, abilities, and competencies</b>	<ol style="list-style-type: none"> <li>1. Excellent interpersonal skills demonstrating the ability to work effectively and inclusively with a diversity of people including staff and volunteers, service users experiencing crises, professionals, public and civil servants and the general public</li> <li>2. Strong organisational skills and attention to detail</li> <li>3. Ability to write, implement and deliver work plans including communicating goals and deadlines to team members, and planning workloads and delegating tasks</li> <li>4. Ability to liaise and negotiate sensitively, tactfully and diplomatically at all levels with officers of statutory agencies, voluntary organisations and service users and to manage conflict positively</li> <li>5. Ability to react appropriately to short and long-term issues and to be decisive</li> <li>6. Ability to prioritise conflicting tasks and manage a challenging workload.</li> <li>7. Confident and adept communicator with strong presentation skills</li> <li>8. Ability to work flexible hours, including evenings and weekends</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional languages</li> </ol>

<b>Personal Attributes</b>	<ol style="list-style-type: none"><li>1. Honesty, reliability, and excellent timekeeping.</li><li>2. Loyalty and a commitment to Cambridge House's work.</li><li>3. Positive, enthusiastic, and friendly attitude.</li><li>4. Problem solving and 'can-do' approach.</li><li>5. Listening skills.</li><li>6. Flexible, motivated, and adaptable to change.</li><li>7. Discretion.</li><li>8. Customer-focused.</li><li>9. Inclusive team-player.</li><li>10. A commitment to continuous improvement, training and professional development</li></ol>
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## How to Apply

1. Please provide:
  - a) An evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
  - b) Your **Curriculum Vitae** with your:
    - i) Full address, email, mobile, work and home telephone numbers.
    - ii) Education and professional qualifications.
    - iii) Full employment history.
    - iv) Details of your latest salary and your notice period.
  - c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
2. A completed **Equal Opportunities Monitoring Form**  
The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
3. A completed **Criminal Records Declaration Form**  
The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>23.59 on Sunday 14<sup>th</sup> July 2024</b>
<b>Interviews</b>	<b>22<sup>nd</sup> July 2024</b>
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications by midnight on 14<sup>th</sup> July 2024 to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)**

**All applications MUST include the following:**

1. Supporting Statement
2. CV
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form

**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**