Service Development Manager



Job Description

ORGANISATION PROFILE:

Race on the Agenda (ROTA) is one of Britain's leading social policy think-tanks focusing on issues that affect Black and Global Majority communities. ROTA's vision is to be a catalyst for an inclusive, fair and equal society where people from all groups can develop their full potential, and where the third sector is fully participating in serving them.

Originally set up in 1984, ROTA aims to increase the capacity of Black and Global Majority organisations and strengthen the voice of the communities through increased civic engagement and participation in society. ROTA leads and participates in a number of networks and partnerships including providing the Secretariat for the Coalition for Race Equality in partnership with Voice for Change England.

ROTA seeks to empower the Black and Global Majority third sector organisations and the communities they represent by placing race equality on the agenda.

MAIN PURPOSE OF THE JOB

This role spearheads the development and execution of a strategic plan to dismantle systemic racism within housing systems, ultimately leading to greater housing equity for Black and Global Majority (BGM) communities. The position will encompass a multifaceted approach, focusing on:

- 1. **Policy & Advocacy:** Conducting in-depth research to identify racial disparities in housing access and homelessness for B&GM communities. Utilising this research to develop actionable policy recommendations and resource allocation strategies. Collaboratively advocating for policy changes that dismantle racial bias within housing systems.
- 2. Community Collaboration & Empowerment: Building and managing strong partnerships with BGM community groups, academics, and housing law experts. Collaboratively developing impactful campaigns to combat housing discrimination and promote racial equity, centring intersectionality and justice. Recruiting and working closely with a community-led reference group to ensure initiatives are informed by intersectional experiences within B&GM communities.
- 3. **Service Delivery Innovation:** Led the creation of a new co-produced anti-racist and intersectional housing programme and campaigns, tailored to the unique needs and cultural contexts of B&GM communities with multiple intersection identities and barriers. Ensuring all services align with ROTA's mission of achieving racial justice and promoting housing equity.

Service Development Manager



NJC Salary Grade:	PO3-32 £40,221 (inc. London Weighting)	
Conditions:	Non-contributory pension of 5% (after 3 months), 37.5 hours per week 5 days, 26 annual leave days, 8 UK bank holidays, plus additional 4 day concessionary leave, following each Monday bank holiday.	
Responsible to:	ROTA Chief Executive	
Responsible for:	Staff team, Volunteers plus Project Team as required	
Location:	Hybrid working	
Contract:	Fixed Term, 1year with possibility of extension (subject to funding)	
Probation Period:	3 months	

DUTIES AND RESPONSIBILITIES

Lead Anti-Racist Housing Project

- Investigate how race, ethnicity, and poverty impact housing access and homelessness for Black and Global Majority (B&GM) communities. Utilize an intersectional lens to understand lived experiences and multiple barriers.
- 2. Develop actionable policy recommendations, resource allocation strategies, and solutions to dismantle racial bias in housing systems. Advocate for these solutions collaboratively.

Partner with Black and Global Majority (B&GM) Communities

- 1. Recruit and collaborate with a community-led housing reference group ensuring intersectional representation.
- 2. Establish and manage partnerships with B&GM community groups, academics, and housing law experts.
- 3. Develop joint campaigns to combat housing discrimination and promote racial equity.

Lead Service Development

- 1. Manage the creation and implementation of new housing and support services tailored to B&GM communities' needs and cultural contexts.
- 2. Ensure services align with ROTA's mission and goals for racial justice and housing equity.

Sustainability and Project Continuation

- 1. Lead the development of compelling evidence to contribute to grant proposals to sustain the programme and implement the strategy developed in phase 1.
- 2. Communicate the project's impact and need for continued funding.
- 3. Contribute to the grant application process and build relationships with grant makers.

Lead Evidence-Based Advocacy:

1. Develop compelling data and success metrics to showcase the project's effectiveness in tackling racial disparities in housing for B&GM communities. Utilise this evidence to secure funding for program continuation and strategy implementation beyond phase 1.

Communication and storytelling:

 Ability to craft compelling campaign narratives that elevate the voices of Black and Global Majority (B&GM) community members and exposes the damage racism causes to individuals and the wider society.





Person Specification

Candidates should be able to demonstrate the following criteria.

Person Specifications		Assessment Method	Essential/ Desirable.
1.	Postgraduate degree or a minimum of 5 years' experience in a relevant field (e.g., housing, policy, and or social justice).	A/I	E
2.	Proven experience in project management, delivering on time and within budget, in a similar role within the housing, social justice.	A/I	E
3.	Excellent research skills in methodology development and literature reviews.	A/I	Е
4.	Motivated self-starter with excellent organisational and problem-solving skills, and high level of proficiency in using Microsoft Office applications and other systems.	A/I	Е
5.	Excellent communication and interpersonal skills to build strong relationships with diverse stakeholders, including setting up community led housing reference group.	A/I	E
6.	Understanding of racial issues, discrimination, and housing policy.	A/I	E
7.	Experience of storytelling using powerful case studies to showcase the daily realities and lived experiences of racism in housing faced by B&GM communities.	A/I	Е
8.	Experience working with and advocating for B&GM communities facing racism and complex social barriers, with a strong understanding of intersectionality.	A/I	E
9.	Demonstrable experience of policy analysis and development.	A/I	E
10.	Experience of managing staff and volunteers	A/I	Е

^{*} Method of assessment: A = Application | I = Interview Test | P = Presentation