



## JOB DESCRIPTION

<b>Title</b>	HOurBank Manager
<b>Reporting to</b>	Chief Executive Officer
<b>Hours</b>	21.5 hours (3 days) per week
<b>Salary</b>	£27,542 pro rata
<b>Location</b>	Peckham, some travel to Bermondsey & Borough

Pecan is a highly respected and dynamic Christian charity. We have been working throughout Southwark for 30 years, helping people who face seemingly impassable barriers to find a way through, re-write their futures and flourish. Our strong staff and volunteer team work with the most vulnerable people to transform lives and communities. Our work is founded on our mission, vision and values, and we are committed to showing kindness, raising self-belief and inspiring hope for the future in the individuals we serve.

When working for Pecan, you can expect to become a valued member of a diverse and supportive team. In addition to a place in our 30-year legacy, you will receive a generous holiday allowance, pension contribution and life assurance cover. You can also expect regular team meetings and social opportunities, and a variety of other benefits.

### **Purpose of the Post**

Your role will continue to build an existing community that increases wellbeing and reduces loneliness for Southwark's residents, especially those who are vulnerable. You will encourage the passions, skills and time (assets) of the members equally, whilst recognising that those who are vulnerable will require additional input. Through co-producing a community that values reciprocity, you will assist Pecan to transform the lives of the most disadvantaged people in our community.

HOurBank cafés are free and run on a weekly basis for 2 hours in various venues around the borough. They serve hot drinks and cold finger food, and some are connected to Foodbanks.

We want to hear from you if you:

- Have the belief that everybody has something unique and valuable to offer
- Have the skills necessary to support a diverse group of HOurBank members
- Understand the unique challenges facing Southwark's vulnerable residents
- Are motivated, outgoing and an excellent communicator

## **Main Responsibilities**

1. Manage and enable the staff team to support HOurBank members
  2. Oversee all aspects of member engagement in the timebank and the cafés
  3. Manage the community café projects
  4. Ensure the promotion and development of the project, including raising funds
  5. Cover all aspects of project administration and monitor, evaluate and report on the success of the project on a monthly basis
  6. Maintain your wider organisational responsibilities
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1. Manage and enable the staff team to support HOurBank members
    - 1.1. Line manage and appraise all project staff, currently two HOurBank Brokers
    - 1.2. Work with the People and Partnerships Manager to recruit staff as appropriate
    - 1.3. Ensure that project staff and volunteers fulfil the highest safeguarding standards for their own and their members' protection
    - 1.4. Ensure all project staff and members have a healthy and safe working environment and that this is regularly reviewed
    - 1.5. Support the development of appropriate volunteering roles
  2. Oversee all aspects of member engagement in the timebank and the cafés
    - 2.1. Support brokers to arrange exchanges between members – individuals and organisations
    - 2.2. Support brokers to recruit and engage new members
    - 2.3. Support brokers in encouraging members to co-produce outreach, events and group work
    - 2.4. Encourage co-production and engagement as a way to increase well-being
    - 2.5. Support HOurBank members to assist in the development and delivery of the project, and inputting data
    - 2.6. Oversee the member-led Steering Group in making strategic and developmental decisions for the HOurBank
  3. Manage the Community Cafés
    - 3.1. To develop the current community cafés to ensure they are attracting new people and delivering a service relevant to local people
    - 3.2. To set up new cafés with partner organisations and members when funding permits
    - 3.3. To ensure that the cafés are run within health and safety regulations
    - 3.4. To ensure that the cafés provide an interesting programme of support and engagement
    - 3.5. To run the cafés when the Café Broker is not available

4. Ensure the promotion and development of the project, including raising funds
  - 4.1. Develop a project action plan and long-term project growth objectives for the timebank and the cafés
  - 4.2. Support Pecan in securing funds as required for the project
  - 4.3. Network and engage with wider organisations and partners enabling them to exchange with each other
  - 4.4. Support brokers and members to do outreach and publicity with individuals, enabling them to exchange with each other
  - 4.5. To promote the project at events and meetings. Some of these can be outside of normal working hours, for which TOIL will be offered
  - 4.6. Bring to the attention of the Chief Executive Officer any concerns about the running of the project or budget and timescale overruns
  
5. Cover all aspects of project administration and monitor, evaluate and report on the success of the project on a monthly basis
  - 5.1. Ensure the members and brokers maintain and update the online database
  - 5.2. Produce regular project reports for the Chief Executive Officer
  - 5.3. Produce reports for funders as required
  - 5.4. Carry out qualitative evaluation e.g. annual summer survey and case studies
  - 5.5. Supply and update resources as needed
  - 5.6. Ensure compliance with health & safety, safeguarding and environmental regulations
  - 5.7. Support communication at all levels with members, partners, Pecan and staff through the specialist software, email, newsletters, social media etc
  
6. Maintain your wider organisational responsibilities
  - 6.1. Attend Pecan team meetings as and when required, including meetings where there may be a time of prayer and reflection
  - 6.2. Read the core policies and adhere to all policies and procedures
  - 6.3. Carry out other duties as agreed by your line manager or the Chief Executive Officer
  - 6.4. Undertake responsibilities associated with being a member of the management team at Pecan
  - 6.5. Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner
  - 6.6. In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance

## PERSON SPECIFICATION

This specification will form the short-listing criteria.

### **Knowledge, Skills and Experience (essential):**

- Experience of delivering community projects
- Demonstrable commitment to empowering people and building community
- Understanding and sensitivity when communicating with vulnerable people
- Excellent communication skills including facilitation, influencing and negotiation skills
- Good IT skills with a working knowledge of MS Office applications
- Experience of working with a wide range of people
- Experience of working with & managing volunteers
- Ability to organise work, take responsibility and work on own initiative
- Ability to work well under pressure and to deadlines with good attention to detail

### **Knowledge, Skills and Experience (desirable):**

- Experience of managing community projects
- An effective & persuasive networker
- Knowledge and experience of time banking
- Experience of community cafés
- Current food hygiene certificate
- Good at making tea and cakes!

### **Personal Qualities:**

- Commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions
- Strong interpersonal skills
- Flexible to work at different times and in different places, with the ability to organise work, take responsibility and work on own initiative
- Encouraging and resilient with a strong positive attitude and sense of humour
- Resourceful and imaginative, bringing creativity to the role
- Ability to review the effectiveness of your actions and learn from your mistakes

This post is subject to an Enhance DBS check. Having a criminal record will not necessarily disqualify you. You will need to arrange your time to most appropriately support the smooth running of the project. Occasionally you may need to work evenings or weekends depending on when special events have been organised. TOIL will be given for all extra hours worked.