



## Programme Manager - Relational Homelessness Project Job Pack

**Thank you for your interest in the role of Programme Manager at Church Urban Fund (CUF).**

Church Urban Fund has a proud history of being good news within our low-income communities across England. We partner with churches, different faith communities and schools through our family of charities - Near Neighbours, CUF and Just Finance Foundation - and aim to learn from and journey with the communities that we serve. Our core mission is shaped by the drive to alleviate poverty in all its forms, by developing partnerships and programmes of hope, love and dignity.

We are inspired by Jesus' ministry to be with and alongside and serve the most marginalised and vulnerable in society, and follow his command to Peter and the wider Christian community 'tend or feed my sheep.' We are a relatively small charity, where everyone plays a significant part in shaping our culture and serving the wider community, together.

The Church Urban Fund is seeking a pro-active and professional Programme Manager for a part time (21-28 hours a week), 6 month fixed term contract to cover parental leave, to help us to deliver our mission and to enable us to follow Jesus in serving people and communities.

If you feel that this role could be for you, we would love to hear from you.

A handwritten signature in black ink that reads "Rob".

Bishop Rob Wickham  
Group Chief Executive



## About Us

At CUF, our mission is to tackle complex challenges like poverty and exclusion across England by mobilising people, churches, and whole communities to make a positive difference.

Through programmes like Growing Good, Places of Welcome, Positive Pathways and Wayfinder, we aim to transform the lives of those in poverty and strengthen communities by reducing loneliness, increasing self-confidence and building stronger communities.

### The CUF family currently consists of:

**TOGETHER  
NETWORK** 

A network of charities, founded and convened by CUF, that promotes collaborative, local social action through network building, strengthening of relationships and the development and delivery of programmes to tackle social issues including food poverty, loneliness and homelessness. The Together Network currently has 15 core partners, and we are seeking to grow the network.

**NEAR  
NEIGHBOURS** 

The focus of Near Neighbours is on building bridges between people of different faith groups, cultures and backgrounds. By encouraging people to get to know each other and work together, relationships of trust – which transcend difference – are built and neighbours are empowered to improve their communities together.

**JUST  
FINANCE  
FOUNDATION** 

The work of the Just Finance Foundation is to promote a fairer financial system that equips people to manage their money better.

A key focus is on helping primary-aged children develop a positive relationship with money and embed habits, learning and behaviours that build financial resilience into adulthood.

(Near Neighbours and Just Finance Foundation are subsidiaries of CUF)

## Our vision

A future where everyone in England can access a community of support when they need it most.

## Our mission

To tackle complex challenges like poverty and exclusion across England by mobilising people, churches, and whole communities to make a positive difference.

## Our local approach

We understand that local people know their communities best, so we make sure local skills and knowledge are amplified and valued in everything we do. We work with and invest in local people, churches and community groups to tackle urgent issues, provide life-changing support and raise money.

## Our Christian values

As a Christian organisation, we are motivated by a vision of the world as God intends it to be. We are passionate about building communities where material needs are met and everyone feels connected, valued, and loved.

### **Our work is guided by the following theological principles:**

- We are drawn by the vision of a world as God intends it to be.
- We are driven by the biblical cry for righteousness, justice and peace.
- We are directed by Christ's example to prioritise those experiencing injustice, poverty and inequality.

## Culture and values

CUF is an inclusive organisation with a diverse workforce. Our aspiration is to build a workforce that is truly representative of the communities we serve, and diversity is an asset in helping us create an inclusive, welcoming environment for all.



# Programme Manager - Relational Homelessness Project

## Job Description

<b>Location:</b>	Homebased with occasional travel to London, Nottingham, Manchester and Leicester
<b>Contract:</b>	Part-time, 6 months fixed term contract
<b>Hours:</b>	21 - 28 hours per week
<b>Salary:</b>	£40,000 pro rata
<b>Responsible to:</b>	Director of Programmes and Innovation

## About The Programme

Funded by The Allchurches Trust, Wayfinder is a community-led homelessness prevention programme launched in 2022, specifically designed to help people in insecure housing or at risk of homelessness to move forward in life.

The programme, run through community partners in Manchester, Leicester and Nottingham, aims to support clients would benefit from support from volunteer community mentors and/or case workers to overcome social isolation and related barriers to tenancy sustainment. It connects people with activities and opportunities in their community and provides practical support through the ups and downs of recovery from homelessness or insecure housing.

## About the Role

The Programme Manager will be responsible for the management, and development of the programme. This includes maintaining strong partnerships with delivery partners, referral agencies, internal stakeholders, and support functions to maximize the positive impact of our work. They will develop and maintain the educational content and supporting tools and materials, and will support regional coordinators (managed by and embedded with our regional partners) to ensure the programme maintains its high standards while increasing its reach.

## Key Responsibilities

### Service Management

- Ensure the Wayfinder Programme is delivered to the highest standard and in line with strategic objectives, ensuring appropriate information and data is gathered, analysed and regularly reviewed.
- Monitor and ensure delivery of the agreed outputs according to funding agreements within allocated budgets (£250k per year) and set future budgets to meet strategic objectives.
- Maintain a continuous and proactive oversight of the programme to anticipate potential challenges to meet targets as well as to suggest and champion changes that will increase impact or drive efficiency.
- Contract management of key partners and external support/consultancy as required.

- Monitor progress against key milestones: creating strategies to overcome any shortfalls or delays and be proactive in identifying risks and opportunities.
- Provide appropriate support, including practical support to the regional coordinators to ensure work is delivered to the highest standard and opportunities for continuous improvement are seized.
- Maintaining regular communication, visibility and feedback to partners and stakeholders.
- Prepare reports and updates for project funders and case studies for marketing and communication purposes.
- Keep abreast of all relevant legislation, best practice and National and Regional provision relevant to the service and provide/commission expert guidance to support Regional teams.
- Promote and represent the service to service users, Volunteers, stakeholders, partners and other parties at appropriate meetings and events.
- Provide support to the network with the use of our Volunteer Management System.
- Work with the research, policy and evaluation team and external evaluators to develop and collect output and impact measures
- Work closely with the fundraising team on relevant matters including reporting on activities and supporting funding applications.

## Service Development

- Create, develop and improve key processes and policies through research, liaison with key stakeholders and evaluation of past and current activities.
- Take a lead role in the development of the programme including, for example, the creation or sourcing of new training for Volunteers or expert guidance on specialist topics.
- In collaboration with partners, develop and deliver a Volunteer engagement programme that ensures all Volunteers feel valued and equipped for their role.
- Research and develop local project expansion opportunities for all partners and input into centrally developed funding opportunities where appropriate.
- Create connections and facilitate collaboration with local and national third-party organisations working in the sector.
- Ensure effective capturing and sharing of programme evidence and learning to demonstrate impact, as well as inform policy objectives, advocacy agendas, and future programme development.
- Develop service-user feedback and involvement opportunities to develop existing and future service valuing the input of those with lived experience.

## Service Standards

- Risk management - Understand risk assessment as compatible with role and ensure appropriate consideration of risk across the service when working with service users and Volunteers.
- Health and Safety - Promote and manage the health, safety and welfare of Volunteers, and for the effective implementation and achievement of the Health and Safety policy including ensuring there are up-to-date risk assessments; staff have received adequate training and are competent; accidents and incidents are correctly reported
- Safeguarding - Promote and implement the Safeguarding policy, ensuring staff and Volunteers are trained and competent to identify safeguarding concerns and that any concerns are reported in line with our policies.
- Equal opportunities and diversity - Promote diversity and CUF's values by ensuring the services are available to all service users, that no service user, Volunteer or Staff Member is discriminated against because of a protected characteristic, and that the services are responsive and sensitive to the needs of service users through, for example, cultural and religious awareness.
- Data protection and data security - promote and implement the data protection and data security policies and ensuring service user and Volunteer information is held securely, and where data breaches occur, that correct reporting procedures are implemented and improvements are made to avoid future breaches.

## Skills, experience and characteristics

ESSENTIAL	DESIRABLE
<b>Education and Training</b>	
Evidence of continuing professional development	Educated to Degree Level or equivalent
<b>Knowledge and Experience</b>	
At least two years' experience working in poverty-alleviation, preferably within the homelessness sector OR at least 2 years' experience in a volunteer or partnership management role	Experience in the charity sector, ideally in a service delivery or community context
Experience in developing, implementing and updating relevant plans, standards, policies and procedures	Experience of managing contracts or services over a dispersed geographical area on a remote basis
Experience of successfully managing projects or services aimed at supporting people	Experience of working in a multi-agency environment and developing partnerships
Knowledge and understanding of Safeguarding adults at risk of abuse and Data Protection/GDPR	Experience of driving continuous quality and performance improvements and using quality assurance systems, including service user participation to improve services
Hands on experience of managing and mitigating risks	Experience of evaluating materials and activities and adapting as necessary in order to ensure successful outcomes
	Knowledge and understanding of Local Authority and Governmental responses to homelessness
	Lived experience of Homelessness or insecure housing
<b>Skills and Attributes</b>	
Excellent interpersonal skills, self-aware and able to build trust and instil confidence in others	Strong influencing and negotiating skills to navigate conflicting stakeholder needs
Strong organisational skills, with an ability to manage conflicting priorities	Have a full driving licence and own car
Able to work on one's own initiative whilst also being a collaborative team player	

Numerate, comfortable with data and the ability to handle budgets	
Able to embrace change, innovating, adapting and responding creatively to challenges and opportunities	
Computer literate - proficient in Microsoft Office, Power Point, the use of databases, simple Excel sheets and able to quickly pick up new systems	
Willingness to travel for meetings and undertake occasional work outside of contracted hours (TOIL will be available)	

**This job description is a statement of requirements at the time of writing, and it should not be seen as precluding future changes after appointment to this role.**

## How to apply

**To apply, please send/email an up-to-date CV and covering letter outlining your relevant skills and experience, relating to the listed responsibilities and person specification to:**

**HR Manager, Church Urban Fund, The Foundry, 17 Oval Way, Vauxhall, London, SE11 5RR  
Email: [hr@cuf.org.uk](mailto:hr@cuf.org.uk)**

**Closing date: 9am Tuesday 23<sup>rd</sup> July 2024.**

***Church Urban Fund is an equal opportunity employer and values diversity***

**We believe in the power of relationships and community to change lives**