

APPLICATION PACK HEAD OF SERVICES (COMMUNITY DEVELOPMENT)

About the London Irish Centre (LIC)

Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the London Irish Centre is to be the Irish Heart of London.

Established in 1954 to cater for the needs of Irish emigrants, the charity is now a vibrant, multicultural organisation and a hugely important resource for the Irish and local communities in London, with social groups and satellite offices throughout North and North West London.

Our Community Services provision is the largest for Irish people outside of Ireland. Our culture and arts programme provides entertainment and education for over 20,000 people each year. In total, the Centre welcomes over 60,000 attendees p.a. for conferences, weddings, functions, meetings and festivals.

Working closely with our Patrons **Dermot O' Leary** and **Ed Sheeran** we are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre as a world-class community and cultural centre.

Our Services:

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provides specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing and older people's issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge and Digital Inclusion.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks
- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language
- **Venue** - The Camden Centre hosts multiple events which address the needs of the Irish community as well as being a wonderful venue for major events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to Irish individuals and organisations for the promotion of Irish culture, heritage and identity
- **Library** - Our library holds over **6,500 books** of Irish interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaeilge** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

How to Apply

In this pack we have included a job description and person specification to support your candidature, which we request be addressed through our application form.

To apply for this vacancy, please complete the application form and upload it through the portal – <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=08b0f655-8193-49f0-a016-370b3029d407>. **Please be aware that we will not accept applications by C.V. and covering letter.**

The deadline for applications is 9am Monday 16th May. We will not be able to accept late applications so please ensure that your application is submitted in good time for this deadline.

If you would like to have an informal conversation with us regarding the role; please contact us by email at recruitment@londonirishcentre.org to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,

Andrea Keogh

DIRECTOR OF PEOPLE & OPERATIONS

The London Irish Centre
50-52 Camden Square
London
NW1 9XB

The Opportunity

Accountability, Key Relationships and Main Terms

Job Title:	Head of Services (Community Development)
Reporting to:	CEO
Responsible for:	Senior Health Navigator, Survivor Support Liaison, Befriending Coordinator, Wellbeing Officers x 2,
Key working relationships:	Community Services Sub-Committee, Senior Management Team, Head of Advice & Information, volunteers, partners and relevant stakeholders
Salary:	£35,000 -£38,000 (depending on experience)
Office location:	Camden, NW1
Days:	5 days (35 hours per week)
Contract type:	Permanent

Job Purpose

We are looking for an experienced, dynamic and visionary Head of Services (Community Development) to drive our community engagement and development programmes. You will have a passion for, and a demonstrable track record of, building strong, resilient, and inclusive communities as well as developing and motivating a team of staff and volunteers. You will be a supportive, compassionate, enthusiastic, and experienced leader and manager of services that strengthens communities. An effective change manager, you will be passionate about making a difference to the Irish and wider communities across London.

Responsibilities/Duties

Service Delivery

- Devise and implement projects and programmes to bring people together and strengthen communities, including the Community Café, Survivors, Befriending, Social Groups and Health Navigation services.
- Work with the team to design, develop and implement programmes of activity within the community.
- Organise regular engagement activities to consult on service delivery using appropriate methods (e.g. surveys, forums, steering groups).
- Support community groups and activities to develop and sustain themselves, promoting independence at every opportunity.
- Provide leadership and support around safeguarding practices, ensuring appropriate follow-up of concerns.
- Lead regular quality assurance, review and evaluation as part of a commitment to continuous improvement, recommending and implementing changes to service delivery and staff training as appropriate.
- Produce regular verbal and written reports on engagement, activity delivery, impact and the development of new programmes.

People

- Provide line management support, supervision, coaching and appraisals with the Community Development team.
- Support the recruitment, training, induction and supervision of volunteers.
- Monitor performance against budgets, targets and Key Performance Indicators.

Strategic Development

- Work with the Senior Management Team to achieve the charity's strategic objectives.
- Write and implement an annual operational plan for Community Development and support team members to deliver against performance targets.
- Develop and foster mutually beneficial relationships with external stakeholders and partners.
- Ensure resources across Community Development are effectively targeted.

Financial

- Manage and report on the Community Development budget.
- Lead on the monitoring of grant funding towards Community Development.
- Contribute towards funding applications.

General

- Gather marketing and promotional material to publicly demonstrate the impact of the work.
- Undertake training and professional development to support service objectives.
- Undertake any other reasonable duties as may be required.

This job description is a guide to the nature of the work required of the Head of Services (Community Development). It is not wholly comprehensive or restrictive and may be reviewed as required.

Person Specification

Experience	Essential	Desirable
Demonstrable experience of management, co-productive design and delivery of services to build stronger communities.	X	
Experience in leadership, development and coaching of staff and volunteers	X	
Demonstrable experience in safeguarding, change management and monitoring against targets	X	
Experience in bid writing, grant management and the development of relationships with funders		X
Experience of working in a social care setting and/or charity sector.		X
Knowledge	Essential	Desirable
An understanding of the strengths and needs of the London Irish and other communities		X
Skills and Abilities	Essential	Desirable
High level IT literacy across the Microsoft Office suite, particularly Excel, Word and PowerPoint, and the ability to use other digital platforms e.g. Slack, a client CRM, Teams, Zoom	X	
Excellent communication, relationship-building and influencing skills, working with a wide range of stakeholders, including the development of win-win partnerships.	X	
An understanding of the strengths and needs of the London Irish and other communities.		X
High level of numeracy and confidence dealing with figures.	X	
Qualities	Essential	Desirable
Friendly, warm, open & even tempered – able to cope with urgent deadlines, stressful situations and conflicting demands.	X	
An affinity and enthusiasm with the purpose, vision, mission and values of the LIC.	X	
Keen to learn and develop in the role, with an ability to make best use of mentoring, supervision and training opportunities.	X	

Summary of Conditions

Job Title: Head of Services (Community Development)

Salary: £35,000-£38,000 pa (depending on experience)

Working hours: 35 hours per week - excluding a daily one-hour lunch break. The London Irish Centre's normal working hours are 9-5pm Monday-Friday. When flexi-hours are worked, a TOIL system is operated to a 35-hour working week.

Start Date: from 1st June 2022 onwards

Contract Type: Permanent

Probationary Period: The post is subject to a six-month probationary period, wherein two week's notice is required on each side.

Notice Period: Once confirmed in post, notice is 3 months on either side.

Overtime: No overtime payments: the London Irish Centre operates a Time Off in Lieu System.

Holidays: 26 days per year plus all public holidays, with an additional day after five years of employment.

Pension: All staff who are eligible can join the LIC pension scheme within 3 months.

Travel & Subsistence: All costs other than home to office are reimbursed according to regulations and within budget.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

DBS Check: An application for an Enhanced DBS certificate will be submitted for the successful applicant.

References: Offers of employment are subject to the receipt of references that are satisfactory to The London Irish Centre.

Equal Opportunities: The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage Black, Asian & minority ethnic and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

Employee Benefits

Enhanced annual leave

Six additional days above statutory entitlement (26 days in total plus bank holidays) pro rata. Increase to 27 days after 5 years of service pro rata.

Enhanced sick pay

Four weeks of contractual hours on full pay after completion of probationary period pro rata (remainder at statutory rate).

Enhanced maternity and adoption leave pay

To support sustainable living while having a family we offer enhanced pay while on leave. Please do contact us if you would like further information.

Personal development programme

Continuous Personal Development is actively encouraged and training opportunities explored.

Flexible working

Flexible working is considered where possible for each role.

Cycle to Work Scheme

Save up to 42% on the cost of bikes and equipment and spread the cost across 12 months.*

Tech Scheme

Save up to 12% on the cost of technology from Apple and Currys PC World and spread the cost across 12 months.*

Eyesight Tests and Corrective Glasses

If you have difficulty with your eyesight whilst using the display screen for work, we will pay for an eyesight test in accordance with regulations. This will determine if you require corrective glasses to reduce the health risks involved in the use of computer screens. If corrective eyewear is required then we will provide basic eyewear, which must be used whilst using the computer.

Jury Duty leave pay

If you receive a summons to serve on a jury your leave of absence will be paid at your full rate unless exemption is obtained.

Employee Assistance Programme

The EAP helps employees deal with personal problems that might adversely impact their health and wellbeing. EAP includes a 24/7 counselling, legal and information line, online health portal and critical incident advice for employees and their immediate family.

Complimentary tickets

Complimentary tickets to LIC core cultural programmed events (subject to availability and may not apply to fundraising events and partnership events at external venues)

Education Programme

50% discount on LIC education courses (subject to availability)

The LIC shop and bar

20% staff discount at the LIC shop and 10% staff discount at the LIC bar

Mindfulness App membership

Membership to a mindfulness app which provides guided meditations to support your wellbeing

***Only available to staff on contracts of a minimum of 12 months**

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission and people of the LIC

We provide a home away from home for the Irish in London.