

**APPLICATION PACK**  
**Community Engagement and Wellbeing Manager**

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| <b>Job Title:</b>       | Community Engagement and Wellbeing Manager                                       |
| <b>Reporting to:</b>    | Director of Community Services   |
| <b>Responsible for:</b> | Community team members   |
| <b>Salary:</b>          | £35,000 - £43,000 per annum depending on experience                              |
| <b>Office location:</b> | 50-52 Camden Square, NW1 9XB (hybrid with a minimum of four days a week on site) |
| <b>Days:</b>            | Monday-Friday (flexibility required with some out of hours on call)              |
| <b>Contract type:</b>   | 6-month FTC (possibility of extension)   |

## Who We Are

The London Irish Centre's mission is to empower and enrich lives through Irish community and culture. Since 1955, we have served the Irish community in London, providing crucial support, connection and a 'home from home' to those living in the capital.

Our services include accredited advice and support, community wellbeing activities, and an extensive programme of Irish arts, culture and education. Our venue also comprises of a licensed bar and shop, as well as private hire spaces to support the work of our charity.

As the Irish heart of London, we extend a warm, inclusive welcome to all who seek our help, offering support, community, and a place to celebrate the best of Irish culture.

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

## How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a maximum one-page cover letter. The cover letter should include your current job title, salary and position within banding where relevant. To apply, upload your CV and cover letter to this portal: <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=18f6203e-fc94-4859-9c56-89b4d6fe37cb>

*Please note that all roles at the London Irish Centre are subject to enhanced DBS (Disclosure and Barring Service) checks as part of our commitment to safeguarding and promoting the welfare of vulnerable individuals.*

**The deadline for applications is Monday 26<sup>th</sup> May 9:00 a.m.**

Applications will be reviewed on a rolling basis, and we will be actively interviewing. We reserve the right to close applications before the stated deadline. Interviews will begin with an initial online screening, followed by in-person interviews at the Centre, likely during the week commencing June 2nd.

If you would like to have an informal conversation with Séamus MacCormaic (CEO and hiring manager) please contact us by email at [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org) to arrange a call.

### Job Brief

We are seeking a dynamic and compassionate leader to oversee the design and delivery of person-centred community programs, manage wellbeing and support services, and lead the development of a thriving volunteer team. This is a unique opportunity to shape impactful services that make a real difference in people's lives, while nurturing a supportive, values-driven environment for staff, volunteers, and community members.

A collaborative and community-focused professional, you will be passionate about fostering wellbeing, inclusion, and cultural connection across the Irish and wider communities in London. This is a unique opportunity to join the London Irish Centre at a transformative time in its history, leading impactful engagement initiatives and wellbeing programs that support the charity's strategic vision of empowering and enriching lives through Irish community and culture.

### About You

- You have solid experience working in community engagement, wellbeing, or support services, ideally within the charity, public, or community sectors.
- You are passionate about making a difference and bring a positive, proactive attitude to your work.
- You are a supportive and motivating team leader with a track record of successfully managing people and delivering community-focused services.
- You are a confident communicator with strong interpersonal skills, able to build relationships across diverse teams and communities.
- You are experienced in coordinating projects or services, with excellent organisational skills and the ability to manage competing priorities.
- You are flexible, approachable, and comfortable working in a dynamic environment where no two days are the same.

### Personal Specification

#### Essential and Desirable Skills & Experience

| Qualifications   | Essential | Desirable |
|--|-----------|-----------|
| Degree-level education in Social Work, Community Development, Volunteer Management, Psychology, or a related field (or equivalent professional experience) | X         |           |

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|--|---|--|
| Relevant professional certification(s) in community development, health and social care, support services, or volunteer management (e.g. NVQ Level 4 or above, ILM, or equivalent) | X |  |
|--|---|--|

| <b>Experience</b>  | <b>Essential</b> | <b>Desirable</b> |
|--|------------------|------------------|
| Minimum of 5 years' experience in a leadership role managing community, support, or wellbeing services                             | X                |                  |
| Proven experience of direct line management and staff supervision  | X                |                  |
| Demonstrable experience designing, delivering, and evaluating support programmes for diverse and complex populations               | X                |                  |
| Budgeting  | X                |                  |
| Grant reporting and applications   |                  | X                |
| Experience recruiting, managing, and supporting volunteers, with an understanding of volunteer motivation and retention strategies |                  | X                |

| <b>Skills &amp; Knowledge</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Ability to lead, support, and develop teams across multiple service areas (including volunteers and paid staff)                                       | X                |                  |
| Strong safeguarding knowledge and experience as a safeguarding lead or equivalent   | X                |                  |
| Confident working with complex clients, handling complex situations and managing risk effectively   | X                |                  |
| Experience of successfully achieving a quality standard or other quality mark   |                  | X                |
| Skilled in working with databases (Beacon desirable) and using data to monitor impact and performance   | X                |                  |
| Strong relationship-building and stakeholder engagement skills  | X                |                  |
| Excellent communication, report-writing, and project management skills with ability to communicate well with people at all levels of the organisation | X                |                  |

| <b>Attributes</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Ability to motivate and engage people   | X                |                  |
| Ability to work through challenges in positive and effective ways   | X                |                  |
| Friendly, warm, and open with the ability to cope with deadlines, stressful situations and conflicting demands            | X                |                  |
| Keen to learn and develop in the role, with ability to make best use of mentoring, supervision and training opportunities | X                |                  |

| <b>Qualities</b>  | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Friendly, warm, and open – able to remain calm under pressure, manage urgent deadlines, handle stressful situations, and navigate conflicting demands | X                |                  |

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| An affinity and enthusiasm with the purpose, vision, mission and values of the London Irish Centre                           | X |  |
| Keen to learn and develop in the role, with an ability to make best use of mentoring, supervision and training opportunities | X |  |

### Key areas of responsibility

- Lead, manage and support the programmes and support team, and oversee volunteer coordination to deliver high-quality community focused services.
- Enhance team members performance, learning, development and wellbeing through supervision, appraisals, and training.
- Develop and implement inclusive and engaging community programmes that respond to the evolving needs of the community.
- Manage direct support services, ensuring safe, person-centered and best practice case management.
- Develop and manage the volunteer strategy, including recruitment, training, development, and retention of volunteers alongside the Director of Community.
- Act as a Safeguarding Lead, supporting the duty manager system and working with senior leadership to maintain high safeguarding and safety standards.
- Work collaboratively with all Community Services teams and other internal teams to provide holistic wraparound support to community members.
- Manage and promote effective use of internal systems, including the database (Beacon).
- Prepare reports, support funding bids, and contribute to strategic reviews and projects.
- Represent the organisation across external networks.
- Proactively build partnerships to enable collaborative service delivery and the sharing of best practice.
- Any other tasks and duties at the direction of the line manager.

*This job description is a guide to the nature of the work required of the Community Engagement and Wellbeing Manager. It is not wholly comprehensive or restrictive and may be reviewed as required.*

## **Employee Benefits**

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata).
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata \*
- Enhanced maternity and adoption leave pay\*
- Cycle to Work Scheme\*
- Tech Scheme\*
- Eyesight tests and contribution to corrective glasses\*
- Jury Duty leave pay\*
- Employee Assistance Programme.
- Complimentary tickets to select events.
- 50% discount on LIC education courses (subject to availability).
- 20% discount at the LIC shop and 10% discount at the LIC bar.
- Mindfulness app membership\*

**\*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

*The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.*