Job Description:

Norwich Team Lead

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| **Job title**: | NORWICH TEAM LEAD |
| **Responsible to** | Head of Network |
| **Internal working relationships** | Executive Team  Empowerment Workers  Support Centre Staff  The wider HIA Network |
| **External working relationships** | Local churches  Local councils  Secular agencies and charities  Investors  Estate agents and Contractors  Funders |

# Responsible for:

* Coordinating the Norwich project and line managing the team against objectives.
* Oversee the relationships with all Norfolk existing and future churches
* Oversee on the empowerment to both tenants and church volunteers as per Hope into Action policies and procedures.
* Overall responsibility for team budgets and fundraising.

# Main Tasks:

### Norwich Team Line Manager

* Line manage the team as per the Hope into Action performance management framework, policies and guidelines.
* Support Team Members through reflective listening, observation and prayer.
* Encourage staff strengths and facilitate space to allow them to grow and develop.
* Develop ongoing learning and initiative through team discussion, supervision and training days.
* Incorporate delegation into the team dynamic and nurture them into increased responsibility.
* Recognise and react to signs of stress or personal difficulties.
* Be involved in the recruitment process and explore roles for potential volunteers and/or interns.
* Facilitate a team ethos, which takes responsibility for fundraising initiatives, budget management, hitting high occupancy rates and appropriate maintenance costs.

### Coordinating Church Empowerment:

* Overall responsibility to manage Church relationships and SLAs (Service Level Agreements) as per HiA policies and procedures.
* Encourage a positive culture about and towards churches. Value and appreciate their contribution.
* Respond to specific requests for ongoing training and offer innovative, relevant and engaging events to keep enthusiasm high.
* Lead, but also support other team members to meet church leaders, volunteers and other interested parties to represent, explain and promote Hope into Action with a view to developing new partnerships and opportunities.
* Overall responsibility for delivery of HOPE training.
* Encourage prayer, fundraising, financial support and develop local communication databases (E-prayer or local newsletters for example) from local churches.

### Coordinating Tenant Empowerment:

* Work with Empowerment Workers (EWs) from referral to decision and timely move in of tenants.
* Ensure EWs take every tenant through the Hope into Action processes and journey from assessment, weekly meetings, personal development plans, sound rent and personal charge payments, warnings and successful move on and/or eviction.
* Meet targets on voids and occupancy levels.
* Ensure Empowerment Workers (EWs) are accountable and that you are aware of all relevant tenant issues. Be prepared to step in when required and always be monitoring risk levels.
* Keep on top of EW monthly reports and outcomes so at any point, you can give account and take over tenant support (e.g. if an EW is sick)
* Oversee the discipline and evictions when necessary, in conversation with the Head of Network.
* Oversee the safeguarding practices of the team in accordance with Hope into Action policies.
* Ensure all staff and churches are trained in HiA safeguarding procedures.

### Representation, Networking and Promotion of Hope into Action:

* Actively and purposefully seek opportunities to attend forums, homeless events and inter-agency meetings, which will grow your understanding but also increase the local awareness of HIA and what we offer.
* Ensure the team meet with and develop partnerships with new churches.
* Develop relationships with donors and investors.
* Invest in relationships with council, other agencies, and other Christian ministries.

### Policies:

* Adhere to all Hope into Action policies.
* Help develop and input into policies where appropriate.

### Operations and Finance:

1. Finance
   * Monitor and manage budget throughout the year and input into budget setting process.
   * Monitor and approve staff expenses.
2. House Maintenance
   * Oversee the regular maintenance of houses, as per Hope into Action policies and procedures and ensure they meet Hope into Action standards.
   * Manage the Operations and Finance Administrator.
3. New Houses and Refurbishment

* Work with investors to find new properties and be involved in the purchasing and refurbishment process, often being the contact between Support Centre, investor and local church.
* Project manage the establishment of a new HIA house, where this has been agreed with Operations including:
  + Be involved in the searching for and purchase of new properties.
  + Project manage new properties from purchase to tenants moving, delegating tasks as appropriate
  + Manage the relationship with the prospective church, including gaining leadership support, establishing a Service Level Agreement, and establishing and training a Friendship and Support group.
  + Recruit or allocate as required an EW for the house.
  + Register the house as exempt accommodation with the Local Authority and agree rent.

**Fundraising**

* Take responsibility for submitting fundraising grants and work with Supporter Relations to meet fundraising targets for the year.
* Work with EWs and churches to fundraise locally through events and develop regular giving.
* Encourage and collect partner church donations in line with Service Level Agreements

### Spiritual Leadership:

* Ensure the organisation retains strong adherence to its vision and values, ethos, culture and practices, whilst maintaining a strong emphasis on prayer and a Biblical basis for decision-making and policy writing.
* Devote specific time to pray for the organisation, contribute to corporate worship and prayer and attend regular retreats.
* Speak regularly at churches, Christian events, home groups etc.
* Keep prayer points central to communication with both staff and church partners.

### Other:

* Attend online meetings as required.
* Be safeguarding lead for the Norwich project.
* Take part on the rota for the Emergency, out-of-hours phone.
* Maintain and strengthen current systems offering suggestions for improvement where required.
* Attend and contribute to HIA away days, spiritual retreats, meetings, training days, annual conference and other events.
* Identify training and personal development opportunities for yourself.
* Assist with other work, events or situations as needed.
* Be responsible for booking holiday entitlement and TOIL accrued

### General role

* You will need a flexible and professional approach.
* Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
* The role requires an element of lone working.

*This post requires an Enhanced DBS check: Hope into Action is committed to safeguarding and promoting the welfare of vulnerable children and adults at risk and expects all employees to share this commitment.*

# Person Specification

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| Experience and Qualifications | Essential | Desirable | Useful |
| A clear understanding of safeguarding and issues around protecting from abuse |  |  |  |
| Capability to assess and manage risk |  |  |  |
| Experience of working with the homeless |  |  |  |
| Comprehensive range of IT skills, including knowledge of Microsoft Office suite |  |  |  |
| Experience of Client Consultation |  |  |  |
| Able to organise thanksgiving, prayer and worship events with experience of spiritual leadership |  |  |  |

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| Experience in the Management and leadership of teams and organisations |  |  |  |
| Experience of working with Ex-offenders |  |  |  |
| Experience of active participation by charity clients |  |  |  |
| Good understanding of budgets and financial reporting |  |  |  |

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| Knowledge of feasibility and needs led research methods |  |  |  |

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| Skills and Personal Qualities | Essential | Desirable | Useful |
| Good networker |  |  |  |
| Strong organisational skills with ability to learn and adapt systems |  |  |  |
| Ability to develop effective working relationships with a range of partners, churches, organisations and funders |  |  |  |
| Ability to understand teams and possess people management skills |  |  |  |
| Ability to develop new areas of work |  |  |  |
| Excellent communication skills in all settings |  |  |  |

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| Ability to prepare and deliver reports to a wide audience |  |  |  |
| Appreciation of Performance Management and ability to assess and react to performance information |  |  |  |

**Terms and Conditions**

* Hours of Work – 28-32 hours per week with a flexible and professional approach. Some hours may need to be worked in the evenings and at weekends. A firm commitment to this is required given the needs and vulnerability of the tenants.
* Salary – £30,500 - £31,500 per annum pro rata
* Annual Leave – 25 days per annum + bank holidays and Christmas days on a pro rata basis
* Sickness Leave – As per agreed policy
* Pension – Group Personal Pension Plan
* Maternity & Paternity Leave - Hope into Action gives paternity leave as per agreed policy.