



EAST LONDON CARES

HEAD OF PROGRAMMES

Job application pack

- **Salary:** £35,000-£45,000 FTE (dependent on experience)
- **Role type:** permanent, full time (37.5 hours per week)
- **Reporting to:** Director of Programmes
- **Responsible for:** team of three programme coordinators
- **Location:** east London, with some remote working
- **Application deadline:** Sunday 19th June 2022, at 11.59pm
- **First interview date:** Monday 4th July 2022

The Cares Family is an anti-racist, anti-discriminatory organisation. We particularly welcome applications from Black, Asian and Minority Ethnic people, people with disabilities and people from lower income and diverse educational backgrounds who may be under-represented in our organisation.

ABOUT THE CARES FAMILY

The Cares Family helps people find **community and connection in a disconnected age**. First established in 2011, our objectives are to reduce loneliness and isolation by creating and supporting meaningful mutual relationships between people who might not otherwise interact; to help people feel **belonging, purpose and power in a rapidly changing world**; and to bring people together to **reduce the gaps across social, generational, digital, cultural and attitudinal divides**.

Over the past ten years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people together to share time, laughter, new experiences and friendship**. We have focused here because older and younger people are most at risk of loneliness, particularly in cities which can feel anonymous, isolating and lonely. Those charities – **North London Cares** (established 2011), **South London Cares** (2014), **Manchester Cares** (2017), **Liverpool Cares** (2018) and **East London Cares** (2019) – have brought 18,000 older and younger people together to share over 500,000 interactions through 4,500 social clubs and 18,000 one-to-one hours.

With the arrival of the pandemic, **loneliness and disconnection are better understood than ever and empathy for people experiencing them has increased**. The Cares Family therefore has an opportunity to make an even bigger difference in the years ahead. Our current strategy to achieve that is threefold:

- **Consolidate our operations** to ensure we make the biggest impact possible.
- **Go deeper with our existing local intergenerational communities** to make the biggest difference we can in people's lives.
- **Spur a national ripple effect across the UK** by sharing what we have learnt to help others to develop initiatives connecting their own communities in their own ways, and to help influence broader systemic, cultural and public behaviour change.

Our Values

These values are an important part of what it means to work at The Cares Family. **They're for us as staff, but also for our partners, neighbours and volunteers.** We strive to be influenced by them in everything we do and to use them as guides for decision making. It's not just about what we do, **but how we do it.**

- **Kindness:** we are empathic, respectful and optimistic, putting people at the heart of everything we do.
- **Community:** we are rooted in place, representing the needs, stories and language of local people authentically, and are passionate about the power of collective agency to advance justice and togetherness.
- **Trust:** we are dedicated, responsive, reliable and accountable to people in their neighbourhoods as well as our valued partners.
- **Bravery:** we are ambitious for our neighbours and for our model, and aware of the power of openness and honesty in leadership.
- **Learning:** we constantly appraise and innovate in our work, developing the most relevant, creative and adaptable approaches.

ABOUT THIS ROLE

East London Cares is the youngest of The Cares Family charities and after launching in October 2019, had only six months of face-to-face programmes before the pandemic and lockdown restrictions hit. Nonetheless, East London Cares has connected over 1000 older and younger neighbours in Hackney and Tower Hamlets, through our [core programmes](#). **We're excited to now be looking for a Head of Programmes to lead this dynamic team.**

East London Cares' Head of Programmes is responsible for the day-to-day oversight and management of our programmes bringing older and younger people together in east London. Our core programmes are:

- **Social Clubs** – group activities bringing older and younger neighbours together to share friendship and new experiences through dance parties, local history nights, new tech workshops and more.
- **Love Your Neighbour** – one-to-one intergenerational friendships through which people share experiences, stories, support and time.

- **Outreach** – proactive work that identifies people at risk of loneliness in our neighbourhoods and invites them into our communities, for example through door-knocking, stands in local chemists and supermarkets, and local partnerships.

Your role will be to **manage a team** of three programme coordinators (this could grow), and to **oversee the quality and coordination of their activities** in line with our goals and targets. You will also **drive efficiency, innovation and impact** in those programmes, and **ensure they remain ambitious, safe, welcoming and inclusive** in line with our mission and values. To do that, you will provide coaching and 121 support for your team, ensuring coordinators are accountable for their programme activities and processes. You will guide the strategic growth of East London Cares, regularly monitoring data and feedback to allow us to create ambitious and engaging activities. You will also play a key role as part of The Cares Family management team, regularly supporting and collaborating with Heads of Programmes from every branch to contribute to the organisation's strategic direction.

ABOUT YOU

All of the above requires a broad set of skills which you might have developed while managing a team in other charities or organisations, or by leading community projects. To achieve your goals, you will be:

- **Passionate** about our mission, philosophy, values and programmes.
- **An excellent people-person**, who thrives on building community relationships and connections.
- **Someone who cares about high standards**, quality and delivering on KPIs.
- **Able to demonstrate consistency and emotional intelligence**, to ensure boundaries are held and wellbeing is prioritised throughout our work.
- **A strong, collaborative leader** with the ability to coach and challenge their team to grow in confidence, skill and experience.
- **Someone who is solutions focussed** and able to make informed decisions to instil confidence in your team and network.
- **A creative and innovative thinker**, who can motivate and inspire, and isn't afraid to try new things.
- **Organised in the face of pressure** and calm in a crisis, willing to draw on your team, peers and managers to solve problems effectively.
- **A confident team builder**, able to create an inclusive culture by ensuring everyone is heard, involved in decision making, supported and encouraged to contribute to the wider Cares Family.
- **Intentional about genuine inclusion**, who understands (and is motivated by) east London's diverse community and helps our neighbours to feel welcomed, valued and visible.
- **A confident communicator, both in-person and in-writing**, who understands the importance of storytelling (in various forms) to meet our mission.
- **Personally warm**, who can contribute to an encouraging and fun work culture!

We are really interested to hear how you think your experience can help you to succeed in this role, which might include:

- **Experience working in a growing and fast-moving organisation**, whether that be a small grassroots charity, a large corporate company or an independent start-up.

- **Managing people**, coaching and supporting them to improve impact and develop their skills.
- **Experience in applying safeguarding policies** and have demonstrable knowledge of the complexities of working with vulnerable adults.
- **You have delivered funded programmes with clear output requirements** and understand the importance of delivering on contractual obligations.
- Experience of delivering community programmes and maintaining and developing **community partnerships**.

KEY RESPONSIBILITIES

The list below is not exhaustive of all the functions of the Director of Programmes, but it describes much of what the role is accountable for:

- **Leadership of the East London Cares teams**, line managing programme coordinators (currently three), motivating and encouraging them to deliver excellent activities.
- **Strategic management and development of our programmes** continuing the charity's strategic growth and momentum.
- **Facilitating the growth** of the East London Cares network of older and younger neighbours.
- **Overseeing programme impact monitoring** and embedding a culture of learning, innovation and improvement.
- **Ensuring accurate and up-to-date records are maintained**, using that data to inform strategic reflection, decision making and resource allocation.
- **Acting as a role model for a culture of storytelling** through multiple forms of media, ensuring that stories of friendship and connection are regularly written, told and shared by you and the team.
- **Managing existing local community partnerships** with councils, businesses, referral partners and long-established community groups, as well as forging fruitful and strategic new ones.
- **Operational oversight to ensure a safe and efficient working environment**, taking the lead on any local incidents or complaints, as per our incident management procedure.
- Acting as **safeguarding lead for East London Cares**, ensuring our safeguarding policies and procedures are implemented to a high standard.
- **Representing East London Cares in The Cares Family's Senior Management Team** by providing updates, sharing ideas and contributing to the organisation's strategic direction.
- **Working occasional evenings and weekends** where required (with time off in lieu) to support programme events.
- You may also be expected to support **other projects** beyond your core role, **in line with your skills and experience**, that contribute to organisational objectives.

In return we will offer you:

- 26 days' annual leave (22 days' regular leave, a day for your birthday and three days between December 25th and January 1st when The Cares Family is closed).
- Pension (3% employer contribution through the government's NEST scheme).
- A staff welfare programme including access to counselling.

To find out more about East London Cares, the role and meet some of the team, join our informal [online information session](#) on Tuesday 14th June at 6pm.

HOW TO APPLY

This is a task-based application process, so we are not asking applicants for CVs. To apply, please read the tasks below carefully, and [submit your application here](#) by **11.59pm on Sunday 19th June 2022**. If you have any problems uploading your application, please contact hr@thecaresfamily.org.uk.

TASK 1: Introducing yourself (in lieu of a cover letter)

Please tell us a little about yourself and why you are interested in this job and East London Cares. You can submit this as either an audio recording no longer than three minutes or a short statement of no more than 250 words, in a Word or PDF document. Please name your file: [YOURNAME]Task1.

TASK 2: Understanding the role (in lieu of a CV)

Please share the specific skills and experience you have that make you right for this role. Submit your answer in a Word or PDF document no longer than a single sided A4 page. Please name your file: [YOURNAME]Task2.

TASK 3: Leading a team

Please tell us about your people management style and how you would approach this in the role – you're welcome to include specific examples if you wish. Submit your answer in a Word or PDF document of no more than 500 words. Please name your file: [YOURNAME]Task3.

If you're interested in this role, but you'd like to find out more before submitting an application please **join our [online information session](#) on Tuesday 14th June 2022 at 6pm**, or email roxanne.rustem@eastlondoncares.org.uk – we'd be happy to answer any questions.

Please also contact Roxi or hr@thecaresfamily.org.uk if there is any aspect of the application process that is not appropriate to your requirements, and we will try to accommodate your needs.

All appointments at East London Cares and The Cares Family are subject to references, DBS checks, and proof of right to work in the UK.

[CLICK HERE TO SUBMIT YOUR APPLICATION](#)

[OR HERE TO BOOK ONTO OUR ONLINE INFORMATION SESSION](#)