**Caring at Christmas Project Manager**



**Job description and person specification**

**Specifics of the role**

Contract: Permanent, working 8-10 months out of 12 on a rolling contract (to be negotiated)

**Working hours:** 30 per week **(**flexible/appropriate to effectively delivering the project)

**Working over Christmas**: Caring in Bristol has a flexible working policy; you will be required to work additional hours during the project delivery period, including weekends, bank holidays and some evenings; you will be able and encouraged to recover those hours in January.

**Salary:** £26,000 - £32,000 subject to current job evaluation process scheduled for completion in late Summer

**Leave:** 33 days per annum (pro rata, inclusive of bank holidays)

**Responsible to:** Head of Operations

**Location:** St Pauls, Bristol

**Conditions:** Enhanced DBS required

**We offer:** Flexible working; 5% workplace pension

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we are passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

**Our values**

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| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**About the role**

An opportunity to lead the delivery and development of our flagship Caring at Christmas project. Caring at Christmas is an amazing community response to homelessness at a particularly difficult time of year; mobilising hundreds of volunteers and supporters and working with partners from all over the city. The project is funded entirely by donations from the public and small grants.

The core of what Caring at Christmas is has not changed since its inception some thirty years ago, but we made some bold changes to how the project operates in 2018 with real benefits for the people we work with. We continue to build on the success of those changes in our vision for this project in the future. Using non-institutional spaces, linking with other services to help people beyond the project, and bringing together the considerable talent and resources in Bristol are key to this vision.

2020 bought considerable challenges for the delivery of this work and as we were not able to safely hold a drop in-style event, we ran a delivery service instead, bringing hot food and Christmas cheer to people in emergency temporary accommodation all over Bristol. We are hopeful that we will be able to host an event in 2021 but would also like to retain an element of the delivery model as this enabled us to expand the reach of the project and support people who usually cannot access Caring at Christmas.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name – Caring at Christmas* ***Project Manager***

**Main tasks and responsibilities**

**Project management**

* Manage delivery of the Caring at Christmas service.
* Manage and motivate a staff and volunteer team.
* Provide line management, supervision, and training to Project Coordinators.
* Manage the project budget.
* Identify and manage project risks, escalating to the Head of Operations as required.
* Ensure monitoring, evaluation, reporting and consultation processes are in place and delivered to internal and external stakeholders, including funders, as appropriate, in a timely manner.
* Facilitate and attend team, project, organisation and other meetings, training or events as appropriate.
* Work closely with the Head of Operations, ensuring services are:
  + Contributing to the organisational strategic objectives
  + Safe, effective and adhere to best practice
* Work closely with the other delivery managers, in particular the Cheers Drive Project Manager, to develop a consistent approach and high-quality services across the charity.

**Project delivery**

Support on-the-ground delivery while the project is running. Flexibility will be required, your role will be to lead your team to ensure an effective, safe and successful project is delivered. You will also be required to support with any specific areas as required, whether it’s logistics, catering, volunteer management or beneficiary engagement. Caring at Christmas is very much a ‘all hands-on deck’ service and as Project Manager, you will be fully immersed in the delivery.

**Project development**

* Lead on the development of Caring at Christmas, improving the service to ensure it best meets the needs of our beneficiaries.
* Work closely with other key staff on developing a Theory of Change and a project plan that is aligned with CiB’s strategic objectives.
* Design and develop processes and systems for working more closely with our beneficiaries to achieve positive outcomes and demonstrate our impact.

**Partnerships, communications, and income generation**

* Maintain and grow effective collaborative networks with key organisations in Bristol.
* Contribute to sharing best practice with other organisation in the sector; proactive in learning from others/other organisations.
* Champion the work in various settings and contributing to fundraising initiatives to secure the future sustainability of the service.
* Support the creation of a sustainable fundraising strategy for the project.
* Work closely with the comms team to ensure consistent comms across the services and assist with meeting our fundraising target.

**Other Responsibilities**

* Promote the aims and objectives of the Charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.
* To follow organisational policies and procedures and observe the Code of Conduct.
* To actively participate in and attend supervisions, annual appraisal processes and identified training.
* To actively support our general fundraising, social media and marketing.

**Skills and experience**

We expect you to meet most of these criteria. However, we don’t expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

* A minimum of two years of project management/event management experience.
* Experience of line management.
* Experience of delivering successful projects/events and services on-time, within the scope and budget, and with impressive outcomes.
* Experience in all aspects of project/event planning, including managing budgets, reporting, monitoring, and evaluation.
* Experience of supporting vulnerable people to achieve beneficial outcomes.
* Experience of identifying and safely managing any safeguarding concerns.
* Experience of working in hospitality, events, logistics or similar.
* Skilled in facilitating, supporting, and boosting relationships, keen to network and maintain connections.
* Excellent interpersonal and communication skills – enjoys getting to know and collaborating with people and has empathy, patience, and good listening skills.
* Strong IT skills including the Microsoft Office suite, in particular Excel, and experience of using databases.
* Solid organisational skills including consistency, accuracy, and an eye for detail.
* Understanding of the homelessness sector and services in Bristol.

**Values and Behaviours**

* Personally committed to Caring in Bristol’s vision and values and collaboration-focussed method of work.
* Committed to reflection and learning, including sharing failures and uncertainties; openly taking feedback from the team and members of the community on your behaviour and work.
* Brings ideas for improvements and is open and honest in all communications where relevant and appropriate.
* Awareness of your own needs: the homelessness sector can be challenging – you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team, and we are keen to nurture an environment where no-one feels worried about asking for help or support when they need it.
* Resilience working under pressure, ability, and willingness to both give and take constructive feedback.
* Willingness to work the odd evening or weekend as needed, (more when the project is running at Christmas), with a flexible working policy.
* Willingness to work through the Christmas holidays.
* Growing levels of self-awareness, including an understanding of how your background has shaped the opportunities afforded to you and how you relate to people from different backgrounds to you.
* Willing to develop emotional intelligence, including a growing ability to empathise with and appreciate others, creating opportunities for those you work with to grow.
* A passion for social justice and to change Bristol for the better.