**Project Manager: Cheers Drive**



**Job description and person specification**

**Specifics of the role**

**Contract:** Permanent

**Working hours:** 37.5 hours per week (fewer hours will be considered, minimum of 30 hours per week)

**Salary:** £26,000 - £32,000

**Leave:** 33 days per annum (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**

The Cheers Drive Project manager will oversee the delivery and development of our innovative Cheers Drive food provision project.

Cheers Drive is currently supporting around 200 people experiencing homelessness in Bristol with prepared meals and food parcels. This service was set up in response to the COVID pandemic and is expected to continue in its current format until July 2021.

Caring in Bristol is committed to continuing and refocusing the work of Cheers Drive to create a long-term sustainable service that supports people experiencing homelessness to move away from crisis and towards independence under the working title of ‘A Longer Table.’ We’re looking for a Project Manager to drive this work forward, building on existing learning and partnerships to get a new service up and running.

This is a fantastic opportunity for a creative and organised project manager who’s passionate about the power of food, to make their mark.

**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](mailto:recruitment@caringinbristol.org.uk) with the subject line: *Your Name* – *Cheers Drive Project Manager*

**Main tasks and responsibilities**

**Project management**

* Manage delivery of the Cheers Drive food provision 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 best practice
* Work closely with the other delivery managers, in particular the Caring at Christmas Project Manager, to develop a consistent approach and high-quality services across the charity.

**Project development**

* Lead on the development of the new service, transitioning Cheers Drive into a long-term sustainable service.
* 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 supporting beneficiaries to achieve positive outcomes, including:
  + Assessing and managing referrals.
  + Individual engagement plans to record outcomes.
  + Recording and reporting data, ensuring GDRP compliance.

**Partnerships, communications, and income generation**

* Maintain and grow effective collaborative networks with key organisations in Bristol.
* Act as Chair for the Food and the Homelessness Sector Steering Group, leading on this city-wide collaborative work.
* 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.

* At least two years of project management experience.
* Experience of line management.
* Experience of delivering successful projects and services on-time, within the scope and budget, and with impressive outcomes.
* Experience in all aspects of project planning, including managing budgets, managing risk, 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 behaviour**

* 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, with a flexible working policy.
* 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.