



Caring in Bristol

Caring at Christmas Project Manager

Job description and person specification

Specifics of the role

Contract: Temporary, overall total of 4 months beginning part time from September 2022, increasing to full time November through December (including over the festive bank holidays). This role can also be offered on a freelance contract for the right candidate.

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 as soon as possible.

Salary: £26,295 - £32,995 (or equivalent freelance fee) depending on experience

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

Responsible to: Head of Operations

Location: St Pauls, Bristol (some remote work is possible but generally this is a hands-on project)

Conditions: Enhanced Disclosure CRB required

We offer: Flexible working; 5% workplace pension

How to apply

As this is a temporary role, we have simplified our usual application process.

To apply, please send a cover email/letter explaining why you are the right candidate for the job, and a current CV to recruitment@caringinbristol.org.uk with the subject line: ***Caring at Christmas Project Manager***

For an informal conversation about the role, call our office on 01179 244444 or email recruitment@caringinbristol.org.uk and ask to speak to Claire Coleman (Head of Operations).

About the role

An exciting opportunity to lead the delivery and development of the Caring at Christmas project, which carries a significant legacy in our city. Caring at Christmas is a volunteer-led service that provides warmth, safety, food and connection for some of the most isolated people in Bristol at a particularly difficult time of year. The project is funded entirely by donations from the public and small grants and staffed by a small team led by the Project Manager. It involves organising a large logistical operation, mobilising hundreds of volunteers and supporters, and working with varied partner organisations ranging from support services to top restaurants.

Caring at Christmas was established over thirty years ago, and although the core goals and values remain the same, the delivery model for the project has evolved to its current form. We were delighted to bring back

the day centre element in 2021 after a year off due to Covid restrictions. We have also retained the expanded reach of the project which 2020 gave us through deliveries to those people who could not previously access the city centre services. We continue to build on the success of this adaptable approach while maintaining the same objectives. Using non-institutional spaces, linking our guests with other organisations, and bringing together the considerable talent and resources in Bristol, are key to our vision.

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 at 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 and the cost of living crisis has transformed the strategies needed to support people in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

Our values

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.

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.

Main tasks and responsibilities

Project management

- Manage delivery of the Caring at Christmas project, working to a brief provided.
- Lead and motivate a staff and volunteer team.
- Provide line management, supervision and support to 2-3 Project Coordinators.
- Manage the project budget.
- Identify and assess 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 project managers to develop a consistent approach and high-quality services across the charity.

Project delivery

- 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 service is delivered.
- Support 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

- Contribute to 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 to contribute to a Theory of Change and a project plan that is aligned with CiB's strategic objectives.
- Design and develop processes and systems for gathering data from Caring at Christmas guests, volunteers and partners to demonstrate our impact and utilise in future project development.

Partnerships, communications, and income generation

- Maintain and grow effective collaborative networks with key organisations in Bristol.
- Contribute to sharing best practice with other organisations 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 Income Generation team in their creation of a sustainable fundraising strategy for the project.
- Work closely with the comms team to ensure consistent comms across the services and contributing content for newsletters and website.

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.

Skills and experience

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

- Experience of delivering successful projects/events and services on-time, within the scope and budget, and with impressive outcomes.
- Experience in the principles and tools involved in project/event planning; including managing budgets, reporting, monitoring, and evaluation.
- Event management experience and the ability to manage dynamic environments.
- Experience line managing staff.
- Experience working with and managing volunteers.
- Competence in Health & Safety.
- Awareness of identifying and safely managing any safeguarding concerns.
- 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 and experience of using databases.
- Solid organisational skills including consistency, accuracy, and an eye for detail.
- Experience of or interest in supporting vulnerable people to achieve beneficial outcomes.
- Experience of working in hospitality, events, logistics.
- Understanding of (or willingness to learn about) the homelessness sector and services in Bristol.

Values and Behaviours

- Personally committed to Caring in Bristol's vision and values and collaborative approach to 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.