



NORTH LONDON CARES

HEAD OF PROGRAMMES

ROLE FEATURES

- Full time, permanent contract
- Salary: £33,000
- 26 days' annual leave plus bank holidays
- Flexible working hours
- Office on in Camden Town

North London Cares is an anti-racist organisation committed to advancing anti-racism in our work and in our communities. We particularly welcome applications from Black, Asian and Minority Ethnic people, who are currently under-represented in our organisation. We are an equal opportunities employer.

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 nine 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**.

Now, we have **expanded our approach** to help more people find connection in disconnecting times through our 'Action, Voice, Power' strategy. We have started a new 3G project bringing young children and their parents (themselves amongst the loneliest in the UK) together with older neighbours. We are developing a Multiplier, to help 50 people to progress their own projects in their own communities in their own ways. We are working to raise up the stories of people whose relationships across perceived divides have helped them feel valued and visible. And we are exploring new ways to drive systemic and culture change so that **more people can feel part of our changing world, rather than left behind by it**.

That vision is built on the back of nine years of progress, through which our work has influenced the creation of the world's first ever **government loneliness strategy** which was launched by the former Prime Minister at a Cares Family event; and nine years of recognition at home and abroad, as our work has featured in The Economist, The Guardian, The Times, the Chicago Tribune and on BBC and Channel 4 News, and as our Founder/CEO has been recognised as one of the inaugural 20 Obama Fellows.

The Cares Family is therefore at a moment of opportunity to make an even bigger difference in the future, and we're looking for new colleagues who can help us to achieve that mission of building a world that is kinder, more connected and more empathetic.

ABOUT OUR PROGRAMMES

North London Cares is the oldest of The Cares Family's charities. Opened in 2011 it has brought together over 7,000 older and younger people in its home boroughs of Camden and Islington. It has done so by applying The Cares Family's four core programmes:

SOCIAL CLUBS are group activities bringing older and younger neighbours together to share new experiences and friendship through dance parties, film and 'Desert Island Discs' nights, 'back to work' business visits, yoga clubs, quizzes and more. Sessions in local businesses, pubs, parks and community centres take place between three and six times a week, including **during evenings and weekends** when older people report feeling most lonely, when young people have time to contribute to their communities. During Covid-19, these clubs have moved online and onto the phones.

LOVE YOUR NEIGHBOUR is a one-to-one friendship programme that helps bring a little of the outside world in for people who may struggle to get out. Younger people visit their older neighbours once or twice a week to share stories and cups of tea, to watch a film or play board games together, or to get to a local café where possible. Friendships are supported and challenges navigated in collaboration with our teams. During Covid-19, friendships have moved to the phones.

Our unique proactive **OUTREACH** identifies people most at risk of loneliness in our communities and invites and inspires them to get involved. Young people are recruited through social, digital and employment networks and by the power of sharing positive stories online, while older people are mobilised through door-knocking, and through face-to-face interactions in locations like supermarkets, GP surgeries and chemists. Our Winter Wellbeing projects reach out to hundreds of older people annually, helping neighbours to stay connected during the most isolating time of year. During Covid-19, our Outreach has prioritised referrals to and from our many community partners.

Finally, **COMMUNITY FUNDRAISING** offers a fourth way for younger and older neighbours to share experiences and relationships. Events, challenges, corporate partnerships and online campaigns all offer the chance for neighbours to share fresh camaraderie as well as to raise money to support the networks they love and to keep all our activities free. In our last full year, 40% of our income was raised this way. During Covid-19, new campaigns have enabled this work to continue.

Through each of these integrated programmes, inspired and led by neighbours, the **relationships created are two-way and harness the heritage of the local community**. Older people benefit from a regular, familiar place to go and the company of young people showing an interest in their lives; while younger people receive the advice, humour and stories of older people.

ABOUT THIS ROLE

North London Cares has a strong track record of delivery and innovation. As our Head of Programmes you will build on this reputation and lead our staff team of eight, to deepen relationships and to develop North London Cares and its people over the coming years.

You will need to be a **powerful communicator**, in writing and in person, and someone who can talk to and relate to **people from all backgrounds**, no matter their circumstances – someone equally comfortable discussing illness and isolation with a housebound 95-year-old in Queen's Crescent as you are talking about work and weddings with a 25-year-old volunteer in Old Street. You will be outgoing, with an organised, collaborative approach, an **authentic communication style** and an intrinsic understanding of

the power of **networks and digital media**.

Crucially, we need a **people-person**: someone who can guide partnerships including with corporations, Councils and long-established community groups. We also need a **numbers person**, someone methodical, target focused and strategic, who can work with our national Director of Programmes to drive a shared vision. And we need a **self-starter**: someone committed, tough, and focused working alone as well as collaboratively; who is passionate about developing North London Cares over the coming years.

Finally, we need someone who **understands and is motivated** by the demographics and social challenges of our communities and the issues we work on, and in particular who is passionate about and can **clearly promote** our vision for building close community networks to **tackle isolation and loneliness**. In achieving this vision you will be trusted to work **independently** at this exciting organisation, with a growing profile and backing from local and national supporters. And you will be provided with **development challenges and opportunities** to play a pivotal role in the development of North London Cares.

YOUR KEY COMPETENCIES

We are looking for someone with a **proven track record managing a growing organisation**. You will fit into a fast-paced environment, where teamwork is essential but where individual skills and distributed leadership equally need fostering. You will be able to inspire the charity and drive progress with determination. In your new role you will also:

Programme, people and partnership management

- **Coach, support and develop** a team of Programme Coordinators to run our Social Clubs, Outreach and Love Your Neighbour programmes – to deliver engaging, exciting, inclusive activities.
- **Drive and oversee the quality**, integration and development of North London Cares' programmes and be responsible for meeting targets and reporting to our Director of Programmes.
- **Work with other neighbourhood organisations** and older and younger neighbours to raise awareness of North London Cares by articulating the model clearly.
- **Support your team** and their programmes by leading two social clubs a month, leading safeguarding procedures, troubleshooting, and managing potential complaints from participants.

Communication

- Ensure internal and external **communications are of the highest quality**, including through our website, digital and press work, thereby engaging people to be part of the community.
- **Represent North London Cares** and the wider Cares Family with passion, integrity, ambition, empathy, understanding and the very highest standards in all your interactions – with older neighbours, young professionals, donors, partners from various sectors and in wider online and offline communications.
- **Mobilise hundreds of older and younger north Londoners** to get involved in North London Cares' programmes, through inductions, partnerships and networking events.

Systems, processes and policies

- Apply a framework to **manage North London Cares' systems, policies and processes**, including budgets, Salesforce, HR tools and monitoring measures – to make sure interactions and impact are recorded.

- **Lead on training** for colleagues including on safeguarding, first aid, data protection and more.
- Represent North London Cares in The Cares Family's **Senior Management Team** by providing updates, contributing to the strategic direction of the national organisation, and collaborating with other representatives of The Cares Family to report back to your team.

YOUR SKILLS AND EXPERIENCE

- You are an experienced programme or project manager, able to plan, deliver, monitor and evaluate quality programmes to deadlines.
- You are **hard-working**, approachable, self-starting, confident, creative, sensitive, determined, resilient, discreet, **organised** and a problem-solver.
- You have **people management and recruitment experience** and are comfortable **working alone as well as in a team**.
- You have **experience in dealing with multiple tasks**, sensitivities and challenges at the same time, and a track record of **driving quality and innovation** and encouraging enterprise in others.
- You are **action-oriented**, adaptable, dependable and flexible in the pursuit of impact;
- You have **high standards and aspirations** for your work, and want to make a **lasting contribution** to your community on some of the defining issues of our time.
- You're an authentic, **high-quality communicator** and storyteller – with the ability to build relationships with diverse groups (through written as well as verbal communication).
- You have a good understanding of the culture and socio-economic challenges facing north London – and can **relate to and build relationships with people** from all backgrounds.
- You have **experience** working in small charities, community organisations or businesses and are able to adapt to rapidly changing needs.
- You are **confident** working with busy and sometimes challenging people – and you **encapsulate the Cares ethos** by relating to younger and older neighbours simultaneously.

ADDITIONALLY

- You have the **flexibility** to work evenings and weekends in order to meet specific programmatic targets with time off provided in lieu.
- You are able to obtain high quality references and a **clear DBS certification** (provided).

Please read the full job description above and to apply please send a CV of a maximum of two pages, along with a covering letter outlining your qualification for the role, of no more than one page, to recruitment@thecaresfamily.org.uk, stating clearly in the subject field 'North London Cares: Head of Programmes application.'

Deadline: Friday July 24th, 2020, at 9am.