



NORTH LONDON CARES

Head of Programmes Job Application Pack

- £34,000-39,000 annual salary (dependent on experience)
- Permanent, full-time (37.5 hours per week)
- Primarily office-based (Camden) with some working from home, as well as remote work across the boroughs of Camden and Islington
- 26 days of annual leave per year, plus bank holidays
- Staff counselling service
- Flexible working hours
- Application deadline: 11:59pm on Sunday 5th September 2021
- Interview date: Monday 13th September 2021

North London Cares is an anti-racist organisation committed to advancing anti-racism and inclusion.

We particularly welcome applications from Black, Asian and Minority Ethnic people, who are 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 ten years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people ('neighbours') 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.

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 expect everyone to act in accordance with them.

We strive to live 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.

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

ABOUT THIS ROLE

Opening in 2011, North London Cares recently celebrated its 10th birthday and now supports a community network of over 2,000 older and younger neighbours in Camden and Islington, through our [four core programmes](#).

To do that we work with partners from across business, government and our local communities to **identify isolation where it occurs** and to create new opportunities for older and younger neighbours to share time, laughter and new experiences so that everyone can feel part of our changing city, rather than left behind by it.

We're now looking for a creative, confident, strategic, empathic and versatile Head of Programmes to lead the North London Cares team into an exciting new chapter.

You will support a team of five Programme Coordinators to deliver three **exciting, inclusive and place-based programmes: Social Clubs, Love Your Neighbour and Outreach**. You will use your **creativity, perseverance, patience and positivity to instil a culture of innovation, quality and strategic decision making in your team**, ensuring our safeguarding, records and storytelling policies and procedures are upheld to the highest standards.

This is a leadership role in a small charity, so you will need to be forward-thinking, motivating, organised, empathic and a natural collaborator - **acting as the linchpin which connects all the North London Cares programmes teams together** under one clear, unified strategy.

You will need to be a **powerful, authentic communicator**, both in-person and in-writing; someone able to tailor their communication style, depending on the individual or context. We need someone who can talk to and relate to **people from all backgrounds**, no matter their circumstances – someone equally comfortable helping a 95-year-old older neighbour in Archway to navigate the local bus routes, as you are supporting a 25-year-old younger neighbour in Angel to share their story at a social club, or building

a new referral pathway with a fellow community partner.

Crucially, we need a **people-person**: someone who can manage our community partnerships with Councils, businesses, referral partners and long-established community groups, as well as forge fruitful new ones.

We also need a **numbers person**, someone methodical, target focused and strategic, who can work with our national Director of Programmes to develop and 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 Camden and Islington and the issues we work on. In particular, we need someone who is passionate about and can **clearly promote** our vision for building close community networks in order to **tackle isolation and loneliness** in Camden and Islington, as the boroughs continue to change at pace.

In achieving this vision you will be trusted to work **dynamically and independently** at this exciting young organisation, with a growing profile and backing from major local and national supporters, and a real opportunity to build lasting success.

And you will be provided with **development challenges and opportunities**, including support from our national Director of Programmes and ever-growing local and national networks to play a vital role in the development of North London Cares and the wider Cares Family.

OBJECTIVES OF THE ROLE:

1. Programme management: To lead, shape and manage your branch programmes

- Driving and overseeing the quality, integration and development of North London Cares' programmes and being responsible for meeting targets and reporting to our national Director of Programmes and local funders.
- Facilitating the growth of the North London Cares network of older and younger neighbours
- Ensuring accurate and up-to-date records are maintained in your branch, using that data to inform strategic reflection, decision making and resource allocation.

2. People management: To recruit, manage and develop the North London Cares team

- Line managing five Programme Coordinators (this number may soon increase), including regular one-to-ones and performance reviews.
- Facilitating or coordinating content for monthly learning sessions for your team
- **Supporting your team** with their programme delivery

3. Community Partnership management: To create, strengthen and manage external relationships

- Managing existing local community partnerships with Councils, businesses, referral partners and long-established community groups, as well as forging fruitful and strategic new ones.

4. Communications: To ensure regular, high-quality programmes storytelling output

- Ensuring North London Cares' internal and external **communications**, including website, blast emails, blogs, programme resources, and social media, are in line with our Communications Guidelines and are of the highest stylistic and editorial standards, engaging people to be part of the community and to donate to support the cause.
- Ensuring that creative and engaging social media content is regularly posted by your team across all socials.

5. Operational oversight: To ensure a safe and efficient working environment

- As safeguarding lead for North London Cares, ensuring our safeguarding policies and procedures are implemented to a high standard.
- Taking the lead on any local incidents or complaints, as per our incident management procedure and ensuring everything is accurately recorded on Salesforce
- Ensuring annual risk assessments are completed for all Programmes streams.

6. Organisational strengthening: To contribute to the strategic direction of The Cares Family

- Representing 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.

ESSENTIAL SKILLS, EXPERIENCE AND PERSONAL QUALITIES:

- You are **creative, confident, warm, strategic, empathic, versatile** and **organised**.
- You have **people management and recruitment experience** and are comfortable **working alone as well as leading a team**, and setting and meeting your own and group deadlines.
- You have a track record of **effective programme and project management**, including delivery of targets on deadline and on budget
- 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 are **confident** working with busy and sometimes challenging people – and you **encapsulate the Cares ethos** by relating to younger and older neighbours simultaneously.

DESIRABLE SKILLS AND EXPERIENCE:

- You have a good understanding of the culture and socio-economic challenges facing Camden and Islington – 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.
- Good grasp of **Salesforce or other CRM systems**;
- Experience using Microsoft Office applications and Google Docs.

OTHER REQUIREMENTS:

- 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 a clear DBS certification (provided).
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview.
- You have the right to work in the UK.

HOW TO APPLY

This is a task-based application process, so we are not asking applicants for CVs or cover letters. To apply for this role, please read this job description and the below task descriptions carefully, and complete our [online application form](#) by **11:59pm on Sunday 5th September 2021**

Successful applicants will be asked to attend an interview on Monday 13th September.

If you would like to know more about the role or North London Cares (and meet some of the team) before applying, please join our [online information session on Tuesday 24th August at 5.30pm](#). This session

will give you a chance to meet some of the team and ask questions about the role, the programmes and the charity. Please note that we will not be assessing or interviewing anyone during this session: **it is informal and will not influence or impact your application.**

APPLICATION TASKS

Task 1: Introduce yourself

Please send us an audio recording, introducing yourself and why you are interested in this role.

Why we're asking for this: In this role, you will be introducing yourself to hundreds of new older and younger neighbours who may be nervous about meeting new people, as well as community partners. This task helps us learn a little about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.

Tip: Try to relax, and imagine you're having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at South London Cares.

Requirements: Audio file no longer than 3 minutes. Please name your file: [YOURNAME]Task1.

Task 2: Your skills, experience and personal qualities

Please tell us how you meet the essential and (if applicable) desirable skills, experience, objectives and personal qualities listed above in this job application pack. List each bullet point, and give an example of how you meet the criteria – this could be through paid or unpaid work, volunteering experience or training.

Why we're asking for this: As we're not asking for cover letters and CVs, we'd like to offer you the chance to tell us about the knowledge, skills or experience you have (whether paid or voluntary) that would make this the right job for you.

Tip: We look for transferable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.

Requirements: Word doc, Google doc or pdf. Maximum of two pages. Please name your file: [YOURNAME]Task2.

Task 3: Identifying your key priorities and plans

Please create a brief plan for how you would approach your first six months in the role.

Why we're asking for this: A Head of Programmes' main role is to lead the team by **connecting all the North London Cares programmes together** under one clear, unified strategy, and helping them to deliver it, by providing direction, coaching and developmental support. The task will give us an idea of

how you would approach juggling the bigger picture with the day-to-day: how you would allocate your time, what structures you would put in place to support your team, and how you would decide who to connect with first.

Tip: We're looking to understand what you would prioritise and how you would embed yourself into the team, the programmes, the network and the communities in Camden and Islington. You could name community partners you'd like to connect with or any ideas you have for team strategy or learning sessions you'd like to hold. We're not expecting you to approach anyone or hold any relationships at this stage, or to go into too much detail - just the headlines is perfect.

Requirements: Word doc, Google doc or pdf (**should not exceed 2 pages**). Please name your file: [YOURNAME]Task3.

Please upload your prepared files via our [online application form](#) by **11:59pm on Sunday 5th September 2021**. If you have any problems sending your application or have any accessibility needs, please contact Charlie, our Director of Programmes, at charlie.jamieson@thecaresfamily.org.uk

We're looking forward to receiving your application, good luck!

[CLICK HERE TO SUBMIT YOUR APPLICATION](#)