



Interim Margins Manager (6-12 months)

Candidate Recruitment Pack

Thank you for considering making an application for the post of Interim Margins Manager. This pack will give you some of the information you will need to decide whether to put your name forward to lead the exciting work carried out by our staff and volunteers.

Background

This a time of challenges and change in the homelessness sector in London. Homelessness has risen substantially over the last 10 years, and the Homelessness Reduction Act, Universal Benefit, the cap on Housing Benefit, and the structure of tenancies combine to shape the numbers and needs of the people seeking our services. The Margins Project (Margins) has approximately 150 attendees at its drop-ins every year. These numbers have increased in recent years as we have refined and changed the focus of our services from the provision of food towards more advice, advocacy and employability, with the aim of helping our clients make meaningful and sustainable changes to their lives.

It is also a time of exciting change, for Margins and for the wider Union Chapel. Over recent years, the Margins Project has been registered as a Charitable Incorporated Organisation and a subsidiary charity of the Union Chapel Project, as part of the wider Union Chapel. Over the next year, a new strategy will be developed and implemented, building on its reputation as an amazing performance venue delivering genuine social good. The Union Chapel strategy will focus on community engagement, empowerment and social justice, alongside the ambition to be more accessible, diverse and sustainable – to become a leading ethical arts centre.

This strategy will also review Margins' role, direction and brand as part of that wider ambition – and will explore how we build upon and develop Margins' work supporting and empowering people to move away from homelessness and fulfil their potential.

About the role

Margins has grown from its historic roots as a soup kitchen to now offer:

- **Crisis Services** (in the form of **Drop-In Services** offering advice on housing and benefits and a **Cold Weather Night Shelter**);
- **Support Services** (through such initiatives as English as a second language courses, numeracy training, a job club and therapy); and a
- **Supported Employment Programme** (primarily through our café training programme but also through office roles).

One of our winter shelter guests recently said, "You are serious people who get things done". That struck a chord with us because tenacity, commitment, focus and professionalism are integral to our work and will be key qualities for the Interim Margins Manager. We are looking for a candidate who can support and consolidate our existing services as well as support the development of the strategy for the future, as part of the wider Union Chapel.

You will be expected to ensure that Margins provides a high quality, responsive and inclusive service that supports clients to make sustainable change to their lives. Reporting to the CEO of UCP, you will be responsible for:

- Operations;
- Staff and volunteer management;
- Communications;
- Finance; and
- Governance and board support (please see the job description for more detail).

The Interim Margins Manager will support the trustees and UCP CEO with their review of the position of Margins in the wider Union Chapel.

For further detailed information about our current services and activities please see our latest Annual Review provided alongside the candidate pack.

JOB DESCRIPTION

Job Title	Interim Margins Manager
Responsible to:	CEO on behalf of the Union Chapel Project
Currently responsible for:	Fundraising and Communications Manager (PT), Kitchen & Training Manager, Crisis Services Supervisor (PT), Housing and Benefits Advisor (PT), Winter Shelter Night Leader, Office Administrator and Volunteers
Purpose of Job:	To ensure that Margins provides a high quality and responsive service to its clients

Operations

- Work with the Margins team to ensure that Margins provides a high quality service in all areas of day to day operation (currently Drop-Ins, Winter Night Shelter, Support Programmes and Supported Training Programme)
- Oversee Margins' supported employment programme, ensuring trainees are engaged and supported throughout the training process.
- Liaise with other service providers to identify gaps in services, coordinate activity and generate referrals (inward and onwards)
- Ensure that Margins fulfils its legal and statutory obligations, particularly in Safeguarding, Food Hygiene and Health & Safety
- Develop clear and measurable outcomes for services, alongside and as part of the wider Union Chapel outcomes
- Structure and manage Margins programmes to achieve the identified target outcome
- Ensure that Margins clients play an active role in service delivery and development (through the café training programme and other initiatives, alongside the wider Union Chapel programmes)

Staff and Volunteer Management

- Lead and motivate the staff team to provide an effective service
- Develop and manage a sustainable volunteer and employment programme, including clients

- Foster an inclusive and positive team spirit
- Ensure that all HR processes are up to date and that staff, volunteers and trustees are familiar with obligations and responsibilities

Communications

- Raise public awareness in Islington (and beyond) of Margins' work, alongside and as part of the wider Union Chapel
- Work with the Fundraising and Communications Manager and with the Union Chapel marketing and development teams for the development of effective promotional materials and marketing strategies, developing a cohesive joint message about Margins and the wider Union Chapel
- Ensure that day to day operations runs effectively alongside the other organisations in the Union Chapel building by working to an agreed service level agreement and maintaining an effective working relationship with key stakeholders within the Union Chapel community, as part of the Union Chapel's Leadership Team
- Oversee a Margins brand review, alongside Margins staff, service users, people with lived experience, Union Chapel and other key stakeholders, and the wider sector

Finance and Fundraising

- Work closely with the Fundraising Manager to ensure the interim fundraising targets are delivered and the fundraising pipeline is regularly scrutinised, updated and clearly understood
- In conjunction with the Head of Finance & Operations set the overall budget for Margins and regularly review performance against budget
- Work with the Head of Finance and Operations to produce annual accounts and quarterly management accounts

Governance & Board Support

- Support the Margins Board by working with the CEO and Chair to set meeting agenda, ensuring that decisions are implemented and recording and distributing Margins Board meeting minutes
- Prepare and present progress reports of activity against operational plans to the board
- Represent Margins at the Union Chapel AGM
- Liaise with Head of Finance & Operations and Margins Board Trustees to maintain all legally required governance documents as an employer and a service provider as required by the Charity's Commission, HMRC and Disclosure and Barring Services
- Contribute to effective governance by providing advice and information to support and inform discussion, decision making and monitoring

Strategy and Development

- Work with the Union Chapel CEO to help inform the wider Union Chapel strategy around engagement, support, progression and empowerment of community groups
- Oversee a Margins brand review, alongside Margins staff, the CEO, service users, people with lived experience, Union Chapel and other key stakeholders, and the wider sector

Other

- Act as Safeguarding Lead
- Maintain awareness of developments and risks in the policy and/or funding environment that could materially affect Margins' work
- Undertake any other duties that may be reasonably required by the trustees

PLEASE NOTE: responsibilities may change

PERSON SPECIFICATION

Essential:

- Experience of working with vulnerable adults with complex needs
- Experience of supported employment, training or volunteering programmes
- Self-starter, solutions-focused and willing to 'roll-up sleeves' in a small team whilst providing leadership and direction
- Experience of managing staff and ability to inspire and motivate
- Commitment to diversity and inclusion and creating an equal opportunities workplace
- Ability to form positive relationships with other key stakeholders in the UCP community, other charities, local businesses and the council
- Ability to plan, manage and deliver targets on time and to manage and contain workload
- Excellent communication and presentation skills
- A willingness to work flexibly and develop the role to best meet the needs of an organisation keen to develop its provision
- Proficient in Word, Excel and other databases

Desirable

- Understanding of monitoring and evaluation techniques
- Experience of fundraising, particularly of developing projects that will attract the support of funders

An Enhanced DBS will be required.

Conditions of Employment

Salary	£38,000 - £40,000
Holiday	23 days holiday plus bank holidays, rising by a day a year for every 2 years worked
Pension	NEST auto enrolment pension – currently 3% employer and 5% employee
Hours	37.5 hours with 1 hour unpaid for lunch. (Part-time will be considered for the right candidate)

APPLICATION PROCESS

We welcome applications from candidates with experience of working with vulnerable adults who can demonstrate that they understand the needs of a small charity, and can combine strategic vision with a “can do” hands on attitude.

Candidates will need to demonstrate their commitment to our values and ethos and embrace our approach to working with the homeless in Islington.

The deadlines for applications is **Friday March 27th 2020** and method of application is via a Word format CV and tailored covering letter explaining how your skills, knowledge and experience fit the job description and person specification, along with your motivations for applying.

Applications should be sent to recruitment@unionchapel.org.uk with “Interim Margins Manager” in the subject heading.

Interview will take place w/c 30th March or 6th April.

We would like the Interim Margins Manager to take up the role as soon as their availability allows.