



## **Enfield Connections Programme Manager**

<b>Job Title:</b>	Enfield Connections Programme Manager
<b>Salary:</b>	£34,000 per annum pro-rata
<b>Probation Period:</b>	3 months
<b>Hours:</b>	Part-time, 28 hours per week.
<b>Responsible To:</b>	Head of Wellbeing
<b>Responsible For:</b>	Team of advice workers
<b>Length of contract:</b>	Fixed-term contract until November 2024
<b>Location:</b>	Hybrid working (Enfield and home-working)

### **Introduction**

This is an exciting opportunity for an experienced advice manager to join our friendly team at Enfield Connections. You will be responsible for managing the advice, information and guidance service to Enfield adult residents.

Enfield Connections is a collaboration of Enfield-based charities working with the local authority and building relationships with North Central London ICB.

#### **Enfield Connections**

- provides information, advice and guidance to vulnerable adult residents
- delivers collaborative partnerships with other Enfield-based charities and organisations
- delivers the Enfield Connections Management Board and oversee the services provided by sub-contracted community providers.

Enfield Connections is a department and work programme of Community Barnet, a national charity that delivers programmes across London.

### **What are we looking for?**

You will be a team player, with experience in delivering advice services, who is pro-active, passionate about supporting vulnerable residents at their lowest point and able to build and maintain positive relationships across Enfield. You will lead and manage a team of advisers delivering information and advice directly to Enfield's diverse communities. You will have excellent communications skill and the ability to connect with diverse audiences and work in a multi-sector collaborative style.

You will be a member of CommUNITY Barnet's Wellbeing Team working alongside our Head of Wellbeing.

This is an excellent promotional opportunity for an experienced Programme Manager who wants to develop their leadership skills and work in a vibrant and ambitious charity committed to working across partnerships in order to develop the best outcome for Enfield's diverse communities.

### **Job Description Main responsibilities and tasks**

- Manage the team of advisers to deliver the advice service, meeting the requirements of the service and needs of clients.
- Develop and manage deadlines, budgets, and activities
- Prepare and analyse data and other qualitative information to meet the requirements and to promote the service.
- Prepare and present performance and information reports to internal and external stakeholders
- Attend network meetings and promote the service to residents, community organisations and statutory services.
- Support the Head of Wellbeing and Chief Executive Officer to manage and support the Enfield Connections partnership and Management Board.
- Work with partners and internal stakeholders to establish effective referral pathways and new channels of delivery.
- Support the development and delivery of development plans including for new projects and services.
- Ensure work is delivered on time and to budget.
- Ensure safeguarding issues are identified and relevant policies followed.

### **Person Specification Essential Criteria**

- Significant level of experience in delivering advice services, with knowledge in all advice areas, including benefits, debt, and welfare.
- Experience of project and programme management, including producing accurate information.
- Experience of managing staff and volunteers.
- Excellent personal organisation skills able to prioritise, meet deadlines and support others to do the same.
- Demonstrable understanding of the issues involved in interviewing clients, including an up-to-date understanding of equality and diversity.
- Ability to work on own initiative, the ability to prioritise work, identify and develop ideas and opportunities and be a proactive problem solver.
- Knowledge and experience of delivering services in accordance with according to excellent approaches to equity, equality and diversity.
- Excellent IT and digital skills across a range of software and platforms.
- Proven ability to communicate effectively verbally and in writing and use IT systems for the provision of advice services.

### **Person Specification Desirable Criteria**

- A relevant qualification in advice and guidance.
- Knowledge and understanding or experienced of working with adult social care services.

### **Corporate Responsibilities**

- As a member of the Wellbeing team, the post holder will be expected to demonstrate appropriate leadership behaviours and actively implement CommUNITY Barnet's organisational policies.

### **Safeguarding Responsibilities**

- The contract of employment is subject to your completion of a satisfactory enhanced disclosure from the Disclosure and Barring Service.
- Upon commencement of employment, you will be required to undertake safeguarding training.

**GDPR Responsibilities:** All staff must comply with all relevant data protection legislation and any CommUNITY Barnet policy regarding data protection.

**Annual leave:** 28 days per annum, excluding bank holidays

**Pension:** CommUNITY Barnet makes a pension contribution into a workplace pension scheme.