



# Centre Team Leader for the Marylebone Project

**Application Pack**

- BE THE TRAILBLAZER
- ACTIVATE CHANGE
- STRENGTHEN LIVES
- BUILD COMMUNITIES
- EMBRACE THE CHALLENGES
- BE THE HELPING HAND
- FAITH TAKING ACTION
- PURPOSEFUL ACTION
- REAL PEOPLE
- REAL FAITH
- RISK TAKERS

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# **FROM OUR CEO**

I'm delighted you are interested in the role of Centre Team Leader for the Marylebone Project - the largest women's only hostel and only 24/7, 365 emergency drop-in centre in the UK and one of Church Army's flagship projects. I hope that as you read through this job pack you get a clearer sense of who Church Army are and how the work of the Marylebone Project supports vulnerable homeless women to turn their lives around by offering a seamless journey from often rock-bottom on the streets to independent living.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

The work of Church Army makes a real difference in people's lives. Every role offers the opportunity to contribute to making our vision a reality. The work that you do with the Marylebone Project really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do in our work and in our relationships. 'U' stands for unconditional which encompasses our user-led, responsive approach at the Marylebone Project where we welcome women facing crisis regardless of race, ability and the individual circumstances they face.

*"Defeat is not an option with the support we receive here."*

Service User, The Sanctuary at the Marylebone Project

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where Church Army people live in local communities sharing faith, seeking the common good for all people, and equipping the local church in mission. The Marylebone Project empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, a hostel for homeless young people. Another Project befriends, serves and supports vulnerable women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name, and your name should you join us.

I hope that you will be inspired and encouraged to want to join our amazing team.

*Peter Rouch*

Peter Rouch



# **THE MARYLEBONE PROJECT**

The Marylebone Project provides a life-changing service for homeless women and is the largest and longest-running centre of its kind in London and the UK with over 90 years of experience supporting vulnerable homeless women in crisis. It is a registered social landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of services in the UK for women experiencing homelessness. We are proud to provide 112 long- and short-term beds to homeless women as well as safety and support 24/7, 365 through 'The Sanctuary' - our newly refurbished drop-in facility. We deliver education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Whatever stage of their journey, we can provide training opportunities, including through our Social Enterprises, and all of what we do is shaped by and focussed on the women in order to support and empower them to independent living.



Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living

**Spirituality** - that God loves each person regardless

The Marylebone Project is led by our General Manager, Phillippa Middleton, and our Senior Homeless Manager, Sue Way, who also oversees our youth homelessness project in Cardiff. We currently employ around 50 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a partly commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House, proudly offering our services 24-7 365.

Find out more about the work of the Marylebone Project and hear from our staff and inspirational women by listening to the BBC Five Live broadcast from the Marylebone Project [here](#).

*"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."*

*Ellie Goulding, Patron*





## **THE ROLE OF CENTRE TEAM LEADER**

The Marylebone Centre is part of the wider Marylebone Project, providing a 24-hour drop-in service for women who are sleeping rough or are vulnerably housed. These services include the clothing store, laundry facilities, the rough sleeper's advice sessions, health related support, showers and food bank as well as activities. Each year the Marylebone Centre sees an average of 7,000 visits, many from women for the first time, and it continues to have a high number of rough sleeping women access the services provided on a regular basis.

The Marylebone Centre also oversees our in-house meaningful activities programme which is available for all users of the Marylebone Project; rough sleeping and residential. The meaningful activities programme is delivered within an Education, Employment and Training framework of four areas of; health and wellbeing; learning and development; employment and training; and creativity. Within these four themes there are in excess of 45 courses/sessions/workshops, providing something for everyone, no matter where they are on their journey within our services.

Along with our contracted staff team, we have had a growing number of volunteers working with us to help us in delivering our activity programme. These volunteers are part of the much wider partnership that the Marylebone Project has with local corporates and churches.

The successful applicant will be joining us at an exciting time of transformation and growth - so if you are looking for a role within which you will have the opportunity to develop and implement innovative and creative ways of working- this job is for you. Joining a dynamic, forward thinking and fast paced Project, with women at the heart of all we do, you will need to be dedicated, passionate and committed to delivering outstanding service. You will become part of the management team of the Project, contributing to our widest goals.

Within this role that oversees both our rough sleeper services and meaningful activity programme, you will have the opportunity to influence and shape the work that we do within a Psychologically Informed Environment.

*Ruhamah Sonson, Centre Manager*



# JOB DESCRIPTION

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<b>Job Title:</b>	Marylebone Centre Team Leader
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	Marylebone Centre Manager
<b>Responsible For:</b>	EET Workers, Service User Involvement Officer, Sanctuary Advice Workers, and TFG Volunteers
<b>Purpose:</b>	As a member of the Management Team, to provide leadership and strategic development of the Marylebone Centre.
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. To be a member of the Senior Management Team</li> <li>2. Provide leadership and support to the Sanctuary Team</li> <li>3. Provide strategic direction of the Marylebone Centre, considering its role within the Marylebone Project as well as its position within the homeless sector in Westminster.</li> <li>4. Maintain and create partnerships with key stakeholders.</li> <li>5. Ensure the smooth, day to day running of the Marylebone Centre.</li> <li>6. Ensure the delivery of a Meaningful Activity programme.</li> <li>7. Ensure the delivery of a Rough Sleepers Drop-in service.</li> <li>8. Establish and maintain efficient and effective communication systems.</li> <li>9. Support Marylebone Centre Manager in the running of the Emergency Bed Service</li> </ol>

## KEY TASKS:

### 1. To be a member of the Senior Management Team

- 1.1 To be part of the Management Group contributing to the overall life and work of the Project.
- 1.2 To prepare KPI reports for the SMT, Management Group and Marylebone Project Board (MPB) as required.
- 1.3 To be a member of the on-call system for managers.

## **2. Provide leadership and support to the Centre Team**

- 2.1 To line manage and supervise The Sanctuary Centre Advice workers and Centre TFG.
- 2.2 To supervise the Marylebone Centre EET Workers (EETW), Service User Involvement Officer (SUIO), Activities TFG Volunteer.
- 2.3 To conduct regular one-to ones, annual appraisals and any other necessary HR processes with The Sanctuary Centre Advice Workers.
- 2.4 To identify and address development needs of Centre staff.
- 2.5 To participate in the recruitment and induction process of Centre members (inc. volunteers and external providers).
- 2.6 To ensure the Centre complies with all Church Army policies and procedures, as well as creating and reviewing policies and procedures when needed.
- 2.7 To listen and act where possible to reports of negative feedback from residents and/or members of the public.
- 2.8 Monitor and evaluate the Key Performance Indicators (KPI's) of the team, ensuring the KPI's are completed in a timely manner.

## **3. Provide strategic direction of the Marylebone Centre, considering its role within the Marylebone Project as well as its position within the homeless sector in Westminster.**

- 3.1 To maintain up to date knowledge of the needs of homeless women in Westminster.
- 3.2 To maintain up to date knowledge of the provision of services to homeless women in Westminster.
- 3.3 To maintain up to date knowledge of the barriers to employment for homeless women and use this knowledge to provide the most relevant support to service users.
- 3.4 To ensure provision of safe, secure and hospitable environment to the service users.

## **4. Maintain and create partnerships with key stakeholders.**

- 4.1 To develop and sustain good working relationships with all key stakeholders.
- 4.2 To identify opportunities for partnership and provision of services.
- 4.3 To use multiple and effective methods of communication to keep stakeholders informed of Centre's service and outcomes.
- 4.4 To present regularly on the work of the Marylebone Centre to a wide range of audiences.

## **5. Ensure the smooth, day to day running of the Marylebone Centre.**

- 5.1 To maintain a welcoming environment in the Centre for all service users, staff and visitors.
- 5.2 To maintain a safe and secure place to live and work.
- 5.3 To work with the organizations systems, policies and procedures.
- 5.4 To manage a rota system and set resource levels that provides sufficient staff cover.
- 5.5 To ensure that vital statistical data is recorded, collated and monitored on a regular basis.
- 5.6 Ensure the Centre team handle and records incidents in accordance with agreed policies and procedures and escalate serious incidents with an appropriate sense of urgency.

## **6. Ensure the delivery of a Meaningful Activity programme.**

- 6.1 To supervise and oversee the delivery of the Meaningful Activity Programme ensuring that it runs smoothly and efficiently.
- 6.2 To supervise and oversee and assist the design of courses and workshops that meet the needs of Services users.
- 6.3 To supervise and oversee and develop a timetable of activities in partnership with the EETW and SUIO.

## **7. Ensure the delivery of a Rough Sleepers Drop-in service.**

- 7.1 To ensure the provision of support and a listening service to services users.
- 7.2 Lead the Centre team to take a pro-active approach to the support of current service users of concern.
- 7.3 Manage resources available to deliver the following: advice and information (inc. signposting); food provision; laundry; showers; clothing; nurses' clinics.

## **8. Establish and maintain efficient and effective communication systems.**

- 8.1 To model good practice in working with people with challenging behaviour.
- 8.2 To listen and act where possible to reports of negative feedback from service users.
- 8.3 To lead the daily handover and to run weekly staff meetings in order to ensure that all staff are briefed on current service user issues.
- 8.4 To use existing systems and where necessary set up processes which facilitate good cohesion between the organization's teams.
- 8.5 To provide direction to the Centre Team on appropriate content and context of communication within the team and organization.
- 8.6 To develop and maintain effective communication and liaison with external agencies

## 9. Support Marylebone Centre Manager in the running of the Emergency Bed Service

- 9.1 Provide and oversee tenancy management for the Emergency Bed Services.
- 9.2 Manage and gatekeep the referral process into the Emergency beds.
- 9.3 Provide and oversee tenancy management for the Emergency Bed Services.
- 9.4 Work to ensure occupancy rate and void turnaround targets are met within the Services.
- 9.5 Ensure maximum revenue collection for the residents within Emergency Bed service by managing the following:
  - timely application of Housing Benefit for new Emergency bed residents
  - awareness of benefit changes and eligibility
  - awareness of how employment can affect benefit awards
  - effective debt management.
- 9.6 Manage and gatekeep the referral process into the Marylebone Project for Emergency Beds
- 9.7 Ensure timely screening of referrals.
- 9.8 Ensure accurate and timely communication with referral agencies in relation to vacancies and referral status.

### General:

- To undertake any such duties as are commensurate with the post at the direction of the line-manager or their senior
- To work flexible hours in order to meet the needs of the project.
- To be active as a member of the Marylebone Centre Team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team
- To attend an annual appraisal and regular one to ones with your line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To actively participate in team meetings, daily feedback sessions, and group supervisions.
- To actively work in partnership with all departments of the Marylebone Project and wider organisation
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.

Act in the best interest of Church Army at all times; serving professionally and as a positive representation of Church Army embracing the values

# **TRAINING**

As a responsible employer we know the value of continuing professional development and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1's with your line manager and all the support that comes from being part of a national charity.





# **ROLE REQUIREMENTS**

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Knowledge, qualifications and understanding</b>	
Up to date knowledge of the current homelessness sector	Working knowledge of Psychologically Informed Environments, and service implementation.
Up to date knowledge of the causes, challenges, and service provision for homeless women.	
Knowledge of safeguarding vulnerable adults	
Knowledge of de-escalation techniques	
<b>Experience</b>	
Experience working in the charity sector - homelessness or women's issues	Setting and influencing strategy.
Experience of creating and maintaining Excel records and spreadsheets	Volunteer management
Minimum 2 years' experience of leading multiple teams including proven experience of managing constructive staff supervision	Direct experience of having managed a rough sleeper drop in provision.
Experience of working with the long-term unemployed to achieve positive outcome	Safeguarding Case Lead experience.
Experience of dealing with people who can exhibit challenging behaviour	Experience of working within the homelessness sector in the City of Westminster.
Experience of creating and maintaining networks of external partnerships	
Experience of delivering difficult messages with positive outcomes	

Experience of successfully managing change	
Experience of setting and reporting on SMART targets	
Experience of analysing and using data to manage the performance of a team	
Experience of setting and managing quality controls and standards	
Experience of dealing with people with challenging behaviours	
Demonstrate an understanding of statutory compliances and standards such health and safety, equal opportunities, data protection	
<b>Skills</b>	
Excellent IT skills, including an ability to work with the full Microsoft Package, especially Excel	Working experience and abilities in Salesforce Client Record Management systems.
Excellent communication skills - written and verbal, with the ability to write compelling copy and articulate key messages clearly and succinctly	Working knowledge and skills in securing and devising Service Level and Working Partnership Agreements.
Ability to work under pressure within a fluid and challenging work environment and respond appropriately	
Ability to assess risk efficiently within a dynamic environment	
Ability to develop good working relationships and rapport	
Ability to manage, co-ordinate and deliver a programme of activities in accordance with a strategy	
Ability to identify and use different methods of communication	
Ability to consistently meet deadlines	
Excellent presentation skills	
Ability to manage competing priorities and workloads	

Demonstrable accuracy and attention to detail	
Excellent interpersonal skills, able to build relationships with vulnerable women, working with empathy and no judgement, and deal sensitively with people for whom English is not their first language	
<b>Attributes</b>	
Self-motivated and able to work on own initiative and as a part of a team	
Quick to learn and grasp new processes and procedures	
Highly organised and flexible with the ability to manage multiple tasks/duties simultaneously	
Collaborative team player and relationship builder effective in establishing sustainable relationships with a variety of teams and people	
Ability to always maintain the highest degree of confidentiality regarding all aspects of work	
Natural empathy with the work we do and the individual experiences of our service users	
Knowledge and appreciation of the challenges faced by homeless women	
Personal self-awareness of how they work with others including strengths and weaknesses	

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army & the Marylebone Project and be willing to represent the organisation in public.

For this role, you must be willing to work some evenings and weekends and have a flexible approach to accommodate the needs of the Project

# Marylebone Project



Please keep your belongings with you at all times. Any items left in the Day Centre will be disposed of by Staff.



# OUTLINE TERMS AND CONDITIONS

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Salary	£32,742 per annum
Location	Marylebone Project, Westminster, London
Hours	Average of 40 hours per week (full-time). The role is on a balanced rota of day, late, night and weekend shifts.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	33 days per year, inclusive of public bank holidays. As the Project operates a 24/7 service, bank holiday cover may be required.
Probation Period	6 months
Contract Type	Full-time, open-ended.
Notice Period	3 months
Occupational Requirement	<p>Due to the responsibilities of the role, there is an occupational requirement under the Equality Act 2010 that the post holder is female.</p> <p>Physical requirement: The Marylebone Project is based over two sites, 100m apart, and the job regularly involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors, with stair access only. The postholder must be able to access all areas of the Project and may be required to do so quickly in the event of an emergency. There is also a requirement to travel across London for work related purposes. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.</p>

# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



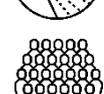
**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.



## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



# APPLICATION PROCESS

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To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk) and from the advert for this post.

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

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**Deadline: 9am Friday 19<sup>th</sup> August 2022**

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**Interview date: Week Commencing 29<sup>th</sup> August 2022**

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## What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

## Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Two satisfactory references
- Successful completion of a probationary period

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about the Marylebone Project please visit:

[www.maryleboneproject.org](http://www.maryleboneproject.org) and to find out about our parent organisation Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)