**Foundation** Tennant Hall

Blenheim Grove, Leeds LS2 9ET

Tel 0113 303 0150

E-mail recruitment@foundationuk.org

Website www.foundationuk.org

Dear Applicant

**Project Manager, Refuge/IDVA/Navigator/Sanctuary and Foundation 4 Change**

**Redcar (Ref: FREDC2-2018) Contract basis: Permanent**

We thank you for your interest in the above vacancy and attach the following documents:

1. Guidance Notes
2. Role Profile for the position
3. Application Form
4. Equal Opportunities Monitoring Form
5. Advertising Monitoring Form

If you would like this application pack to be supplied in large print, Braille or any other format, please let us know.

In order to apply for this position, you will need to hold a full driving licence and have access to a vehicle. Adjustments may be possible where applicants cannot drive as a result of a disability.

The closing date for this post is **Friday 16th March 2018 at 9:00am** and it is anticipated that interviews will be held on **Wednesday 28th March 2018.**

If you would like an informal chat about the role, please contact Sam Martin, Operations Manager on 07525 970788.

Once completed, please submit your application by e-mail and as a **Word** document to recruitment@foundationuk.org.

The post holder is expected to work within the policies and procedures of Foundation and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.

Please note that Foundation does not accept CVs, so please complete all sections of the application form in full. We are, however, happy to accept your own version of the form, provided it covers all of the questions and is signed.

Many thanks

Yours faithfully

Sara Wigley

**HR Administrator**

**Guidance Notes**

For any post in Foundation, the application form plays an essential part in choosing the right person for the role. It is **only** the information contained in your application form that will determine whether or not you are shortlisted for an interview.

**Completing the Application Form**

1. Think about the job you are applying for and exactly what it involves and then read through the application form so that you know exactly what information is required.
2. Read through the Role Profile so that you know exactly what the role is and the skills and abilities you need and then make a rough list of all your skills and experiences. Choose those you think are relevant to the job. No assumption will be made about your skills and experience so it is essential that you tell us how you meet the criteria (e.g. if you are a secretary tell us what is involved, please do not assume that the title "secretary" provides us with an explanation of the role you currently do).
3. Complete the application form, ensuring that you cover all the essential criteria from the Role Profile and, if you wish, add any evidence of how you meet the desirable criteria.
4. Please ensure that you have signed and dated the Declaration at the end of the application form.
5. Please e-mail your completed application form to the address in the covering letter.
6. If you have no alternative but to complete the form by hand, please use black ink. You must then ensure that, when posting your application to us, you have paid the correct postage as we will not be responsible for collecting any underpaid correspondence. Please also ensure that you post your application at least three days before the closing date, to allow time for it to reach us.

**What happens next?**

1. Your completed application form will be forwarded to the shortlisting panel on the closing date and they will decide whether or not you are selected for an interview, based upon the selection criteria.
2. If you are shortlisted, we will contact you as soon as possible after the closing date. If, however, you have not heard from us within 10 working days, please assume that your application has not been successful.
3. The interview panel is normally made up of three people who will ask pre-determined questions based on the Role Profile. The questions are intended to allow you to expand upon your application and to show the panel how well you meet the requirements of the role. You will have the opportunity to ask questions about the job, conditions of service or anything else about the organisation.
4. The interview panel will keep a record of their assessment of each candidate so that the reason(s) for their decision are clear, consistent and justifiable. If you wish to discuss why you have been unsuccessful, please contact the relevant manager who will be pleased to provide you with feedback.



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| **Role Profile** |
| **Job Title** | Project Manager |
| **Location** | Redcar |
| **Contract** | Permanent  |
| **Salary** | £30,153 to £32,486 (Scale point 34-37) per annum |
| **Hours** | 40 hours per week, full time |
| **Leave** | Competitive annual leave (plus public holidays) per annum |
| **Report to** | Operations Manager  |
| **Role Summary** |
| Foundation is a registered charity delivering housing-related support and complementary services to meet the needs of vulnerable and disadvantaged adults, young people and families experiencing (or at risk of) social exclusion. The organisation operates across the north of England, delivering locally based projects brought together in area-based groupings, serving approximately 4,000 customers per year.Foundation has an income of around £10m, with aspirations for further developing the range of services we deliver and the geographical reach of the organisation.The purpose of the project manager role is to support the Operations Manager in ensuring the provision of high quality services that meet the needs of such vulnerable and disadvantaged individuals and families in the service area.This will be achieved primarily by directly managing specific projects and other operational activities, ensuring that objectives and targets are met and the needs of customers and stakeholders satisfied. We are particularly interest in applications from Managers with experience in Housing support for those with complex needs, and supporting customers within dispersed accommodation using innovative support delivery models for e.g. asset / strength based support. . |
|  **Key Accountabilities** |
| * + - * Responsible for day to day provision of service in the following areas: contractual service support monitoring of and improvements to quality standards; customer involvement activities.
			* Take a lead role in maintaining quality relations at a local level for the team, liaising with LA’s Supporting People teams. Registered Social Landlords, Probation Service, DWP, Jobcentre Plus, Health agencies, other voluntary organisation and any other relevant agencies to maximise services for the benefit of the team and their customers.
			* Implementing quality assurance processes and making use of these to improve performance.
			* Support the Operations Manager in developing a culture of continuous improvement based on high standards of performance.
			* Provide coaching, management & development of staff. Motivate team members, ensuring their engagement and participation through effective communication, empowerment, support and guidance. Develop a positive team culture and ethos based on continuous improvement and robust and consistent performance management.
			* Accountable for operations results within the team, exercising judgement to determine work priorities and effective impact on the end results of the team.
			* Overall responsibility for the planning, allocation and monitoring of workloads in the team, ensuring that the team meet contractual targets.
* Contribute to the financial management of the service area through effective management of the staffing and operational budgets of the team by controlling those elements of the budget delegated by the Operations Manager.
* Effective management of Risk and Health and Safety issues in relation to team members, visitors and service users, escalating significant concerns to the Operations Manager and agreeing and implementing action plans for resolution of any issues.
* Ensure relevant practices and procedures are in place, up to date and adhered to at all times.
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| **Role Requirements** |
| This is a management level role and post holders will be expected to demonstrate commitment to developing their professional skills and expertise through professional study and/or practical application. Relevant management qualifications or a proven track record of achievement is expected. Good IT skills are also required.  |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Educated to degree level or equivalent
 | * Management Qualification
* Safe Lives Certificate (formerly known as CAADA) or you will be required to undertake the accredited training in the next 12 months
 |
| **Knowledge/Skills** | * Able to demonstrate leadership abilities in a corporate context in the public, private or third sector.
* Able to understand the finances of the business and to take responsibility and be accountable for the oversight of Area budgets within the organisation.
* Knowledge and understanding of safeguarding responsibilities within vulnerable adult and young person’s services.
* Knowledge of managing and delivering supported Housing in Hostel or dispersed accommodation settings.
* Knowledge of Housing Legislation, law, Housing Benefit, Tenancies, eviction processes, rent and arrears collection etc.
* Possess a genuine passion for our customer group and working alongside customers to implement Co produced services.
* Demonstrate drive and vision, coupled with a strong commercial acumen.
 | * Have a good understanding of tender processes within public administration.
* Proven experience of leading organisational change.
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| **Person Specification**  |
| **Personal Effectiveness** | **Responsibilities and accountabilities*** Should have the capacity to work under pressure to meet deadlines and satisfy organisational objectives and priorities. Able to demonstrate strategies for coping with pressure.

**Risk management*** Ability to manage effectively health and safety issues regarding the team and oversee the customer risk assessment framework.
* Contribute to the financial management of the area by taking ownership of the staffing and operational budgets for your team and assuming full responsibility for controlling those elements of the budget agreed with and devolved by the Operations Manager.

**Approach to work*** Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively.
* Able to produce practical and creative solutions to issues and problems.
* Ability to handle typical operational and team management issues and present a confident and consistent approach in applying organisational policies & standards.
* Ability to delegate in a way which empowers others.
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| **Customer Focus** |  **Service provision*** Knowledge and understanding of the requirements for providing and strengthening a range of quality services in line with the needs of commissioning bodies.
* Must have an understanding and awareness of the issues that managing an operational service for vulnerable and socially excluded people brings in terms of service delivery and of best practice.
* Able to keep abreast of current thinking, developments and best practice as they relate to the service, incorporating these into service provision as appropriate.
* Ability to respond to specific targets for service provision.
* Using analysis and judgement, identify and select the best approach or solution to resolve differing problems and issues with short-term consequences and offer recommendations for managing more complex situations

**Recording and monitoring*** Should be able to demonstrate numerical reasoning skills
* Comfortable working with a range of management information, to interpret and produce reports where required.
* Ability to operate a quality assurance framework, ensuring objectives and targets are met on time and within budget.
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| **Interpersonal Skills** | **Working with others*** Must have a proven track record of partnership working and the skills to build and maintain excellent working relationships with Stakeholders and partner agencies.
* Must be a creative, motivated and dedicated individual with enthusiasm and talent for working with marginalised groups, and committed to the delivery of quality services.
* Willing to take initiative and exercise judgement in order to deal appropriately with situations not explicitly covered by procedures and guidelines
* Required to have the ability to deal with changing priorities and situations
* Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives

**Communication*** Must be able to communicate appropriately and effectively in a wide variety of situations.
* Must be able to communicate well both orally and in writing.
* Ability to articulate views and ideas in a persuasive way.
* Confident at presenting information in a variety of situations and dealing with feedback and challenges.
* Work confidently in an environment where there is relatively infrequent contact with your line manager.
* Possess strong facilitation skills in supporting team members to relate organisational change to the practicalities of their work.

**Leadership*** Must have the skills to lead, motivate and manage the team in delivering high quality services, and implementing continuous improvements.
* Must be able to motivate and inspire staff to achieve the highest standards, and be a role model who promotes and is passionate about the values of the organisation.
* Able to lead team to develop strong team ethos in meeting contractual and organisational targets thus enhancing our competitive edge.
* Commitment to colleague development, acting as a channel to facilitate this by encouraging colleagues to take on new responsibilities and providing a safe environment for them to test new ideas.
* Able to apply sound judgement when confronted with new or unique problems, interpreting policies fairly and seeking to resolve issues locally in the first instance, but with the skills to escalate concerns where appropriate without avoiding accountability for applying effective management.

**Equality and Diversity**Should demonstrate a commitment to the principles of equal opportunity and diversity and in particular the principles underlying Foundation’s Equality and Diversity policy. |
| **Commitment to the Organisation** | **Commitment to organisational goals*** Should be able to demonstrate a strong commitment to the objectives and values of Foundation.
* Open to and supportive of change and new ways of working.

Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects, in addition to core workload. |
| *The post holder is expected to work within the policies and procedures of Foundation and be committed to its ethos and values. This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.* |



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| **Application Number** | App  |

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| **Application Form** |
| **Vacancy** | Project Manager  | **Vacancy Ref** | FREDC2-2018 |
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| **Personal Details** |
| **Title** |  | **First Name(s)** |  | **Surname** |  |
|  |
| **Address** |  |
|  | **Post Code** |  |
|  |
| **Mobile Tel** |  | **Work Tel** |  | **Home Tel** |  |
|  |
| **E-mail address:** |  |
| **May we contact you at work?** |  |
| **Do you hold a full, valid Driving Licence?** |  |
| **Do you have access to a vehicle?** |  |
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| **Employment History** |
| **Date** | **Employer** | **Salary** | **Position and Responsibilities** | **Reason for Leaving** |
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| **Education/Qualifications/Training Relevant to the Role** |
| **Date** | **Course/Qualification** |
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| **Role Requirements** |
| *Please comment on your ability to carry out the duties and responsibilities for this role and also demonstrate how you meet the role requirements.* |
| **References** |
| Please provide contact details for two referees, one of which should be your present or most recent employer. Where you have been in post with your current or last employer (if currently not working) for less than 12 months, we will automatically take up references from your last two employers. Please provide their details. If you are offered the post, it will be completely conditional upon receipt of satisfactory references. |
|  | **Referee 1** | **Referee 2** |
| **Name** |  |  |
| **Position** |  |  |
| **Relationship** |  |  |
| **Address** |  |  |
| **Telephone** |  |  |
| **E-mail** |  |  |
| Please ensure that the above information is complete and up to date. Where possible, please provide an e-mail address to help speed up the reference request process. |

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| **Convictions** |
| Please state any convictions you have had for criminal offences. Most of our posts are exempt from the Rehabilitation of Offenders Act. If the post you are applying for is not exempt, this will be stated in the covering letter and you need only declare unspent convictions. If necessary, complete a separate sheet providing details of dates, offences and sentences and then send under separate cover, marked “Private and Confidential”. All exempt posts will be subject to criminal record checks via the Disclosure Barring Service. Having a criminal record may not prevent you from working with Foundation. |
| Do you have a criminal conviction? | Yes | No |
|  |
| **Asylum and Immigration Act**  |
| Under the Asylum and Immigration Act, we have a legal obligation to ensure that all staff has the right to work in the UK. Therefore, any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK. If you are invited for an interview, you will be asked to provide evidence of your eligibility. |
| I confirm that I am entitled to live and work in the United Kingdom and have the relevant documentation to evidence this (e.g. original birth certificate/UK Passport) | Yes | No |

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| **Declarations** |
| Are you related to (or a partner of) a Foundation customer, employee or Board Member? (*If yes, please provide brief details on a separate sheet)* | Yes | No |
| To the best of my knowledge, there is no reason in respect of my physical or mental health, why I would not be able to carry out fully the tasks described for this post. I confirm that the information I have given on this form is correct and complete. I understand that misleading statements may be sufficient grounds for dismissal. |
| **Signed** |  | **Dated** |  |

**Equal Opportunities Monitoring Form**

Foundation wants to meet the aims and commitments set out in our equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and encouraging equality and diversity. The completion of this form is voluntary, however, it does help us provide a better service if this information is provided. The completed form will remain confidential and be stored securely and limited to only certain staff within Foundation’s Human Resources department, where it will be used for **monitoring purposes only**.

**What is your gender? What is your age? Do you have a disability?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Female |  |  | 21 and under |  |  | No |
|  | Male |  |  | 22 to 30 |  |  | Yes (*please specify*) |
|  | Transgender |  |  | 31 to 40 |  |  | Reasonable Adjustments |
|  |  |  |  | 41 to 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  | Over 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**What is your ethnic group?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *White* |  | *Asian/Asian British* |  | *Mixed/Multiple Ethnic Groups* |
|  | British |  |  | Indian |  |  | White and Black Caribbean |
|  | Irish |  |  | Pakistani |  |  | White and Black African |
|  | Gypsy or Irish Traveller |  |  | Bangladeshi |  |  | White and Asian |
|  | Other (*please specify*) |  |  | Kashmiri |  |  | Other (*please specify*) |
|  |  |  |  | Chinese |  |  |  |
|  |  |  |  | Other (*please specify*) |  |  |  |
| *Black/African/Caribbean/Black British* |  |  |  |  |  |  |
|  | Caribbean |  |  | Other Ethnic Group (*please specify*) |  |
|  | African |  |  |  |  |  |  |
|  | Other (*please specify*) |  |  |  |  |  |  |

**What is your religious belief?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | No religious belief |  |  | Hindu |  |  | Sikh |
|  | Christian\* |  |  | Muslim |  |  | Other (*please specify*) |

\* including C of E, Catholic, Protestant and all other Christian denominations

**What is your sexual orientation?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Heterosexual |  |  | Lesbian/Gay |  |  | Bisexual |

**Have you been a customer of Foundation?**

**Yes: [ ]  No: [ ]**

**If yes, please state the start and end date you were a customer below?**

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**Advertising Monitoring Form**

We also monitor how effective our advertising is and, in order to assist us, we would ask that you please let us know where you saw the advertisement for the vacancy which you are applying for. Please be specific, if you saw the advertisement on the internet, please let us know on which website you saw it and do not just write “internet”.

**Where did you see the advertisement for this vacancy?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Foundation Website |  | Linked-In |
|  | Indeed |  | Gumtree |
|  | Job Centre/Directgov Jobs |  | Best Companies |
|  | Homeless Link |  | Word of Mouth |
|  | HAYH |  | E-mail from a Foundation colleague |
|  | Involve Yorkshire/Humber |  | E-mail from a colleague (not at Foundation) |
|  | Clinks |  | Facebook/Twitter |
|  | North Yorkshire County Council |  | Other (*please specify below*) |