



Support Services Manager

(*Female)

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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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





ROLE OF SUPPORT SERVICES MANAGER

Our Support Services Manager is part of the management team at the Project, responsible for overseeing and managing our Support and Night Workers. These consist of 25 Supporting People funded bed spaces for women and 5 NRPF bed spaces.

The aim of the Service is to offer support to women with complex needs within a Psychologically Informed Environment. Working collaboratively with a range of services you will lead the team to provide a holistic service that addresses the needs of the service users, using a trauma informed approach. Our Support Services provides allocated Support Workers for the women within the 30 bed spaces and our teams both day and night offer 24/7 support.

The successful candidate will manage the Support Services team of five Support Workers and our night team. They will need to have a strong understanding and be highly experienced of managing Safeguarding concerns. Our Support Services Manager is our Designated Safeguarding Lead for the Project and they'll be expected to lead on this area within the project.

You will need to be a creative, pro-active go-getter, who is motivated by helping others and working together to provide fantastic support and services. You will need to be a strong leader, able to inspire people and get the best out of people; who is also an excellent manager able to work flexibly and cope with conflicting demands and take responsibility for developing and improving the functions within their department.

You will need to be a strong team player who can professionally represent the project, able to live out the values of the Project and help set the culture for the staff, as well as contributing to the shared responsibilities of the management team.

The successful candidate will be joining a dynamic, creative Project and staff team passionate about delivering outstanding services. You will be joining us at a fantastic time of growth and change as we enhance and strengthen our service provision.

Amy Hull, Executive Manager



JOB DESCRIPTION

Job Title:	Support Services Manager (*Female)
Location:	Marylebone Project, Westminster London
Responsible To:	Operations Manager
Relating To:	Support and Duty Services, and wider management and leadership of the Project
Purpose:	Strategic development, management and leadership of the Support and Duty Services to provide outstanding support services to women.
Objectives:	<ol style="list-style-type: none"> 1. To Provide line management and leadership to the frontline staff delivering these services. 2. Set the strategic direction of the Support and Duty services, considering their role within the Marylebone Project as well as their position within the housing sector. 3. Maintain and create key partnerships with working partners, housing associations and private landlords. 4. Ensure a high quality of service for the users of the Project. 5. Provide and oversee tenancy management for the Support and Duty Services. 6. Manage all support processes for Support Services bed spaces. 7. Together with other members of the Management Team, take joint responsibility for the management of the Project.

RESPONSIBILITIES AND KEY TASKS:

1. Provide line management and leadership to the frontline staff and volunteers

- 1.1 Provide effective line management and supervision of the Support Services Support Workers, Support Assistants and volunteers as relevant.
- 1.2 Ensure the Support workers practices comply with all Church Army policies and procedures, as well as creating and reviewing policies and procedures when needed.
- 1.3 Be responsible for ensuring effective service delivery is maintained at a high standard.
- 1.4 Provide training to staff and volunteers as required.
- 1.5 Ensure training and development plans are in place for staff.

- 1.6 Ensure team meetings take place on a regular basis.
 - 1.7 Foster and promote a healthy and open working culture within the team.
- 2. Set the strategic direction of the Support and Duty Services, considering their role within the Marylebone Project as well as its position within the housing sector in Westminster.**
- 2.1 Maintain up to date knowledge of the needs of homeless women in Westminster.
 - 2.2 Maintain up to date knowledge of the provision of housing services to women in Westminster (including Psychologically Informed Environments (PIE), legislation and government policy).
 - 2.3 Use knowledge of sector at local and national level to influence the future provision of services.
 - 2.4 Maintain up to date knowledge of the barriers to engagement, and recovery for women and identify new ways of working to ensure women continue to receive a high level of support with realistic and achievable options for move-on.
 - 2.5 Work closely with commissioners and partner agencies to deliver high quality services in a strategic and monitored manner.
- 3. Maintain and create key partnerships with working partners, service providers and stakeholders.**
- 3.1 Develop and sustain good working relationships with the above.
 - 3.2 Identify and secure opportunities for new partnerships and support options in line with service delivery requirements.
 - 3.3 Use multiple and effective methods of communication to keep stakeholders informed of Support and Duty Services and outcomes.
 - 3.4 Regularly present on the work of the Project to a wide range of audiences.
 - 3.5 Attend and positively represent at Forums and Networking events as relevant to the role and management of the services.
- 4. Ensure a high quality of service for the users of the Support Service.**
- 4.1 Work to ensure the service delivers the highest standards of service delivery within the framework of Psychologically Informed Environments (PIE).
 - 4.2 Effectively work to achieve targets.
 - 4.3 Ensure a high level of participation amongst service users to contribute to standard setting.
 - 4.4 Ensure provision of a safe, secure and hospitable environment to service users.
 - 4.5 Ensure residents meetings and managers forums take place regularly.
 - 4.6 Conduct and facilitate regular auditing, reviewing and action planning of support to ensure highest service standards are achieved.
 - 4.7 Ensure a high level of data quality is achieved with our Client Record Management systems and files.
 - 4.8 Conduct regular monitoring and evaluation of services, identifying areas for improvement and implementing effective remedial actions.
 - 4.9 Devise and compile Policies and Procedures in line with Project needs, both individually and as a team.
 - 4.10 Set internal team action plans and targets to facilitate outstanding service delivery.

- 4.11. In line with strategic direction of the Project, produce reports and target indicators to Senior Leadership Team as required.
- 4.12. Produce reports for stakeholders and internally as required.

5. Provide and oversee tenancy management for Support Services service users.

- 5.1. Work to ensure occupancy rate and void turnaround targets are met within the Service.
- 5.2. Ensure maximum revenue collection for the residents within the Support Service via Housing Benefit and Personal Share by managing the following:
- timely welfare benefit applications for new residents
 - awareness of benefit changes and eligibility
 - awareness of how employment can affect benefit awards
 - effective debt management and resident payment processes

6. Manage the referral process into the Marylebone Project for mental health, multiple and general support needs beds.

- 6.1 Ensure a timely and appropriate referral process is followed at all times.
- 6.2 Ensure accurate and timely communication with referral agencies in relation to vacancies, referral status and void reduction.

7. Together with other members of the Management Team, take joint responsibility for the management of the Project.

- 7.1 Coordinate and chair meetings and take minutes as required.
- 7.2 Contribute effectively to the overall management of the Marylebone Project, adopting lead areas of responsibility as required by the service.
- 7.3 Manage feedback and complaints as required.
- 7.4 Complete staff grievances, disciplinaries and investigations as required.
- 7.5 Play an active role in the On-Call management rota as required.
- 7.6 Ensure effective teamwork is maintained.
- 7.7 Identify staff and volunteer roles, work with colleagues to formulate job descriptions and promote accordingly.
- 7.8 Play an active role in staff recruitment for the Project.
- 7.9 Supervise and recruit volunteers as required.
- 7.10 Undertake the role of Safeguarding Lead for the Project, adhere to recognised safeguarding protocols and maintain communication with external safeguarding services.

General:

- To undertake any such duties as are commensurate with the post at the direction of the line manager or their senior.
- To be active as a member of the Marylebone Project team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the Project.
- To attend an annual appraisal and regular supervision one to ones with your line manager.
- To undertake any training and development as required for the role as identified in an appraisal or supervision.

- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of the Marylebone Project and Church Army at all times.

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).

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 to various stakeholders.

For this role, you must be willing to work a variety of shifts as directed by the rota and the needs of the organisation.

ESSENTIAL	DESIRABLE
Knowledge, qualifications and understanding	
Good up to date knowledge of the welfare system, and national homelessness strategies.	Up to date knowledge of the causes, challenges and service provision for homeless women.
Strong working knowledge of safeguarding and experience in managing complex safeguarding situations.	
Demonstrable evidence of managing and delivering effective supported accommodation service for service users with high support needs.	Setting and influencing strategy
Up to date knowledge and research of the current homeless sector.	Up to date knowledge of the causes, challenges and service provision for homeless women
Working knowledge of Psychologically Informed Environments, and service implementation.	
Experience	
Experience of working as a leader or manager within a Supporting People commissioned service.	Working knowledge of Psychologically Informed Environments, and service implementation.
Up to date knowledge and research of the current homeless sector.	Volunteer management
Experience of housing management and standard setting and compliance within this environment.	Setting and influencing strategy

Demonstrable evidence of managing and delivering effective supported accommodation service for service users with high support needs.	Up to date knowledge of the causes, challenges and service provision for homeless women
Working experience of staff management.	Safeguarding Case Lead experience.
Managing safeguarding cases.	
Managing change, including delivering difficult messages with positive outcomes.	
Experience of setting and managing SMART targets, quality controls and standards.	
Proven working experience of contract monitoring and management.	
Experience of analysing and using data to manage the performance of a team.	
Demonstrable understanding of statutory compliances and standards such health and safety, equal opportunities, data protection, particularly within a residential setting.	
Skills	
Good presentation skills.	Working experience and abilities in Salesforce Client Record Management systems.
Experience of effective meeting coordination, leadership and subsequent action planning.	Working knowledge and skills in securing and devising Service Level Agreements and Working Partnership Agreements.
Effective time management and balancing of competing priorities.	Working experience and abilities in Salesforce Client Record Management systems.
Proven ability to identify and establish relevant working partnerships.	Working knowledge and skills in securing and devising Service Level Agreements and Working Partnership Agreements.
Ability to identify and use different methods of communication.	

Evidenced ability to identify service improvement areas, analyse and effective action plan.	
Proven Project Management skills.	
High MS Office and database functioning, and financial literacy and numeracy.	
Good presentation skills.	
Experience of effective meeting coordination, leadership and subsequent action planning.	
Attributes	
Passionate about providing outstanding services.	
A flexible, positive team player.	
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

Salary	£42,154 per annum.
Location	Marylebone Project, London
Hours	40 hours per week. This includes working one weekend in 5 and being part of our on-call system every 7 weeks.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you if you are eligible.
Annual Leave	33 days, inclusive of bank holidays. As the project works on a 24/7 basis, you will be required to work some bank holidays, including Christmas and New Year.
DBS	This post is subject to an enhanced DBS (Disclosure and Barring Service) check and compliant with safeguarding policies and procedures. Safeguarding training will be required.
Probation Period	6 months
Contract Type	Permanent, full-time
Notice Period	3 Months (after completion of Probation Period)
Occupational Requirement	<p>*Positions are exempt under the Equality Act 2010, Schedule 9, Part 1.</p> <p>The Marylebone Project is based over two sites, 100m apart, and the job involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors with a lift. 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. 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.



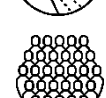
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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

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

For more information about the role, please contact Ruhamah Sonson, Operations Manager, on 0203 959 1444

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

Deadline: 14th November 2024

Interview date: 25th November 2024

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- 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
- Pre-employment medical questionnaire
- 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 and to find out about our parent organisation Church Army please visit: www.churcharmy.org