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**Middleport Matters Community Trust**

**Job Description: Community Support Team Leader**

Location: Middleport, Longport & Dalehall (and wider Burslem area)

Salary: £26,500 – £28,500 per annum (dependent on experience)

Contract: Full-time (37.5 hours/week, flexible hours)

## About Us

## Middleport Matters is committed to creating a safe, welcoming and thriving neighbourhood. We believe that everyone should have the chance to thrive. We want to support each person within our neighbourhood to reach their full potential, by bringing people together and improving the built and natural environment.

## Role Purpose

* Lead a team of staff and volunteers to deliver empowering community support activities.
* Co-ordinate programmes focused on personal development, confidence building, and inclusion.

## Key Responsibilities

* Develop and implement a Community Support Strategy - this could include activities such as volunteering, mentoring, training, confidence building, personal development, work experience, apprenticeships, befriending, social action, workshops (led internally or with external partners such as Citizens Advice Potteries Moneywise), drop-in support, digital access, cooking sessions etc.
* Plan and deliver support activities year-round.
* Use strengths-based approaches to assist individuals one-on-one or in groups.
* Support the development of appropriate tools to identify the barriers that are preventing individuals from reaching their full potential and monitor progress towards empowering individuals to thrive.
* Collaborate with partners and local stakeholders.
* Manage a volunteer programme: recruitment, training, celebration, and retention.
* Lead initiatives that facilitate neighbourhood improvements.
* Provide supervision and support to staff through one-to-ones and appraisals.
* Manage staffing levels in times of sickness / annual leave to ensure community activity is not disrupted.
* Encourage participation in activities and challenge inappropriate and anti-social behaviour.
* Collaborate with the Community Engagement Team to co-ordinate projects and to identify and promote appropriate volunteering opportunities.
* Work with the Development Team to prepare an annual budget for your team that you will manage and report on.
* Recruit and support team members and volunteers.
* Support fundraising efforts and contribute to grant writing, reporting, and evidence gathering.
* Monitor project progress, including data collection, capturing photos and other evidence requested by our funders.
* Prepare progress reports, research findings and case studies using a variety of methods (written, spoken, video etc.).
* Act as safeguarding lead for your team and promote community awareness.
* Foster effective teamwork between your team and the wider organisation, seeking opportunities for shared projects across teams.
* Network and build professional relationships with other organisations to share best practice, roles, and promote opportunities for volunteering.

## Essential Skills & Experience

* Experience in community work / social work, programme planning and managing staff/volunteers.
* Strong leadership, interpersonal and outreach skills.
* Research and report-writing skills, including the ability to interpret or present data.
* Knowledge of accounting and project management.
* Creative thinking and problem-solving ability.
* Ability to empathise with people's life experiences and circumstances.
* Demonstrate initiative, motivation, and self-management in the workplace.
* Knowledge of safeguarding, health & safety, and volunteer management.
* IT literacy including Office 365 and social media usage.
* Level 2 or above in English and Maths (GCSE, Functional Skills, Key Skills etc.).
* University Degree level of education (level 5 or above) – preferable, not essential.

## Other Requirements

* Flexible working hours including evenings/weekends.
* Driving licence and access to a car.
* Enhanced DBS check (funded by the organisation).
* Such other duties that are within the scope of your skills and capabilities that may from time to time be reasonably required.