

## Job Description

# 422 Community Hub: Community Engagement Manager

**Accountable to:** Compassion Manager and Business & Operations Manager

**Responsible for:** Building local and city-wide awareness of the 422 Community Hub, increasing engagement and bookings with local community groups and individuals with activities in 422 and hire spaces

**Term:** 30 - 37.5 hours a week. Initial 12 month fixed-term contract with capacity to extend. Subject to 6 months probationary period

**Pay:** 25-30k commensurate with experience

**Location:** 422 Community Hub, Manchester, M12 4EX

**Start Date:** Negotiable

**Application closing date:** Saturday 12th October

## About 422:

The 422 Community Hub is a project of Manchester Vineyard, a local church and registered CIO. 422 has undergone three years of significant renovations transforming it from a dilapidated building into a thriving community hub. The purpose of the 422 Hub is to restore hope to our local community which experiences high levels of deprivation by offering programmes, opportunities and support. Manchester Vineyard hosts a variety of groups to tackle social isolation, build community, practically provide and offer support for the long term through dedicated teams of volunteers. Other like-minded groups hire space to run transformative programmes and use office space. Income is predominantly generated through room hire and we are now seeking to increase our impact through deeper, more meaningful engagement with the local community to increase the diversity of groups and support available from the hub and boost room hire income to ensure 422's sustainability for the long term.

## Main Purpose of the Role:

This role will increase the visibility and impact of the 422 Community Hub in our local area and across our city through the implementation of a new community engagement strategy. It will work closely alongside local groups and organisations to make them aware of services available from the Hub and help them overcome barriers to engagement and hiring space at the 422 Community Hub. The role will seek to increase room usage at 422 related to well being based activities. This role will also work alongside current community groups and service providers in the Hub to publicise and deepen the impact of their offering to the community. A crucial element of this role will be to implement a monitoring and evaluation plan across the building to assess the success of our objectives and communicate this well to our stakeholders and partners.

## Duties

### Engagement and Awareness

- **Develop a strategic plan** to see an increase in community engagement, more diversity of wellbeing related activities and room hire usage.
- **Increase the engagement and awareness** of local people and groups by publicising projects, events and services being offered from 422. *More people are made aware of affordable community cafe, rooms for hire, NHS wellbeing services for example.*
- Engage effectively and sensitively with local people who may be from minority ethnic households and communities with proficiency, empathy and creativity.
- To be **responsible for external networking**, maintaining and building new positive relationships and partnerships within the community, voluntary service providers, community and organisational leaders and relevant agencies, to strengthen the development of the 422 Hub.
- Recognise **gaps in demographics of individuals, groups and organisations** currently engaging with programmes at 422 and help overcome any barriers to engagement.
- Utilise and contribute to the 422 communications channels (newsletter, social media etc) to increase engagement and awareness of groups, services and opportunities to hire space.
- **Engage with 422's regular hirers and tenants** to explore how they can optimise their usage of 422 and contribute to it realising its full potential
- **Liaise with our regular hires and tenants** to communicate updates, partnership opportunities and other information to increase engagement with other services and increase 422's impact as a hub.
- **Engage with 422's regular hirers and tenants** to work alongside them on projects, fostering partnerships and volunteering opportunities for local people looking to gain experience or upskill.
- Help support local people into volunteering opportunities within 422's own programmes, other 422 opportunities and signpost them to services beyond 422 in the local community (Neighbourhood Health Champions for example).
- To support the continuation of volunteer involvement, delegating tasks as appropriate to empower others and maximise your own time.
- Work with the 422 Management Team to ensure that partnerships plans, engagement strategies etc. are aligned with Manchester Vineyard's vision and values.

### Promoting Room Hire

- **Promote 422 as a desirable space to hire** for local community groups and organisations to host their activities, increasing room hire income thereby supporting the Hub to continue to provide services to the community.

- Assist in the accessibility of 422 being a space to hire by **supporting groups** through fundraising bids to hire space or strategic partnerships with other groups.
- Have a dynamic and confident approach in any environment to **identify opportunities** for community engagement, appropriate partnership opportunities and room hire promotion.
- Advertise and market the 422 Hub to encourage local services and activities to be run from the building, for example open days, social events, private parties, public meetings and advice services.

## Neighbourhood Engagement, Monitoring and Evaluation

- Ensuring that sessions and projects are evaluated effectively and that outcomes are reported to partners and funders
- **Lead on 422's neighbourhood engagement** through our Community Steering Board, and create easy, accessible ways to increase the community engagement, feedback, stories and successes of 422.
- Confidently chair meetings with community members and 422 Hub tenants to bring people together sensitively to give their thoughtful, honest and constructive feedback.
- Play a crucial role in **monitoring and evaluating** different aspects of 422's programmes and impact on the community.
- Engage with expert consultancy support to build a robust and comprehensive recording and reporting system.
  - a. Collect appropriate data to demonstrate the value of the Hub (considering GDPR) to help inform our strategy, ensure our work is effective and plan our resources effectively as we grow and adapt in relation to our findings.
  - b. Create reports with infographics to show the impact of 422 to help inform our community, funders and various stakeholders to show what their hard work/funding/partnership has achieved.

## Programme Development

- Work closely with the Compassion Manager to launch new 422 led programmes in line with our objectives where there are currently gaps (for example employment-related support, life skills etc).
- Work to enhance programmes to improve wellbeing outcomes, have a trauma informed approach and ensure dignity is at the heart of programmes offered from the Hub.
- Be aware of, and confident in, implementing Safeguarding and Health and Safety policies and procedures to ensure programmes, volunteers, and the general public are safe and protected at all times, as well as the reputation of 422 Community Hub and Manchester Vineyard. This is within our own programmes and other groups running from 422.

- To participate in the management, recruitment, induction, training and development of volunteers.

## **General Duties**

- Work alongside the Manchester Vineyard Compassion Manager and Business and Operations Manager to ensure engagement planning and decision making is detailed, robust, and compliant with Manchester Vineyard values for 422 Community Hub.
- Embody 422's objectives of bringing people together, tackling poverty and boosting wellbeing in our community through programmes led by ourselves and other local partners.
- To attend staff meetings, supervisions, and training as required.
- To undertake occasional evening/weekend work as required.
- To provide practical support to other staff and volunteers when needed, including providing assistance to regular clients and visitors (including children and vulnerable adults), responding to incidents, and participating in community events.
- Be a trained keyholder on site, to take responsibility within the team for the safe running of 422. Taking on ad hoc duties during a day to assist in ensuring that rooms are presented well, prepared and welcoming under the management of the Business and Operations Manager.
- Whenever solely on site Monday - Friday, have oversight of the safe and hygienic running of the 422 Cafe to maintain our Safer Food Better Business Plan and our 5\* Food Hygiene Rating (L3 Food Hygiene Training will be provided as necessary).
- The above is not an exhaustive list of duties. You will be expected to perform different tasks as necessitated by your developing role within the 422 Hub and the overall objectives of Manchester Vineyard.

**This position is eligible for an enhanced level DBS certificate in accordance with the ROA Exceptions Order and the Police Act 1997 (Criminal Records) regulations.**