

## Job description

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| <b>Job Title:</b>         | Homelessness Charter Project Coordinator  |
| <b>Responsible to:</b>    | Chair, Leicester's Homelessness Charter   |
| <b>Hours:</b>             | 37 hours per week, with some flexibility. A jobshare would be possible.   |
| <b>Salary:</b>            | £30,000   |
| <b>Length of Contact:</b> | 1 year fixed term with the potential for an extension, subject to funding.  |
| <b>Location:</b>          | The Charter Chair, Charter meetings and most agencies involved are located in Leicester City Centre. While many meetings are face-to-face, some are on-line depending on context and need. A mix of home and office working is possible, to suit priorities and needs. Hot desk office space is available.  |
| <b>Job Purpose:</b>       | Oversee the development and delivery of the objectives, support the day-day co-ordination of Charter activity and a range of project work, some outsourced to partners. Facilitating the administration and secretariat of the Charter. The post holder will be able to win the respect of a wide range of partners through excellent interpersonal skills. The post holder will be well organized and flexible in achieving the Charter's work plan. |

Leicester's Homelessness Charter is a partnership organisation with clear terms of reference. Strategically it operates through a Management Group. Scrutiny is provided both by an Oversight Group and by the Trustees of Together Leicester, a local charity, who are the employers. All three groups work well together, recognize their complementary roles and are committed to the ongoing success of the Charter.

### 1. Project Coordination

- 1.1 Participate in and support the further development of work to embed lived experience and co-production in Leicester's homelessness services and to increase the voice of lived experience across the sector.
- 1.2 Service special projects developed in line with Charter priorities, including preparing project briefs, assisting with new project start up and servicing working groups.
- 1.3 Actively assist and, as appropriate, lead in seeking funding to ensure resources are available to support both the core Charter work and new initiatives.

## 2. Develop and deliver an engagement and communication strategy

- 2.1 Formulate and deliver a wide-ranging communication strategy to engage effectively with different audiences of the Charter i.e. general public, homelessness professionals, businesses and people affected by homelessness.
- 2.2 Manage and develop content for the Charter website and social media in line with the communication strategy, to engage with a wide range of audiences.
- 2.3 Review, update, develop and promote the service directory as a go-to portal of services and a source of reliable signposting information.
- 2.4 Produce, disseminate and develop a regular e-bulletin for Charter members.
- 2.5 Act as main point of contact at Leicester's Homelessness Charter for enquiries from the general public, professionals and people with lived experience of homelessness.

## 3. Facilitating the administration and secretariat of the Charter

- 3.1 Co-ordinate the Charter Management Group by convening and servicing monthly meetings including the production of agendas, circulation of papers and management of an ongoing management plan.
- 3.2 Co-ordinate the production of an impact report at the end of the year.
- 3.3 Develop a membership scheme or alternative model of affiliation to support an ongoing Charter infrastructure, the strengthening of partnership working and as a tool to enable good communication and the sharing of data and information (both local and national).
- 3.4 Convene network meetings for practitioners, managers and volunteers in the homelessness sector to discuss City specific issues, provide information and training and develop operational relationships.
- 3.5 Co-ordinate and service events to enable strategic leadership on emergent issues both to coalesce and lead to further action.
- 3.6 Promote the Charter network meetings and, in collaboration with others, develop the mapping of services, proactively engaging with voluntary agencies and informal service provision in Leicester.

## 4. General

- 4.1 Actively keep abreast of national developments and disseminate these through Comms channels. Participate in training and development activities.
- 4.2 Conform to Together Leicester policies and procedures. Prepare a report for and attend Together Leicester's quarterly trustee meetings.
- 4.3 Undertake other duties commensurate with the post, in agreement with the line manager.

## Person Specification

This person specification sets out the essential experience and abilities needed by the successful candidate for this post. Please bear these points in mind when completing your application form, as these requirements will be taken into account at both the shortlisting and interviewing stages.

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| <b>1. Qualifications</b>   |           |
| Educated to degree level or equivalent   | Essential |
| <b>2. Knowledge</b>  |           |
| An awareness of the causes of homelessness and the needs of homeless people                    | Essential |
| Good knowledge of how voluntary, community and statutory organisations work                    | Essential |
| Knowledge of Homelessness practices  | Desirable |
| <b>3. Experience</b>   |           |
| Running policy consultations and collating feedback  | Essential |
| Managing projects and delivering to deadlines  | Essential |
| Organising meetings, workshops, training and small events                                      | Essential |
| Taking minutes of meetings and disseminating these to participants                             | Desirable |
| Working with volunteers  | Essential |
| Submitting funding applications  | Desirable |
| Working with a wide range of partners to confront differences to achieve consensus             | Essential |
| Collating a range of information and presenting it in concise and easily understood format     | Essential |
| Experience of working for an organisation in a Homelessness environment                        | Desirable |
| <b>3. Abilities and Skills</b>   |           |
| Prepare and present information effectively, both verbally and in writing, to a wide audience. | Essential |
| Manage time, work flexibly and prioritise a challenging and fluctuating workload effectively   | Essential |
| Build confidence and develop positive relationships with a wide range of partners.             | Essential |
| IT skills  | Essential |

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