

Community & Social Impact Manager

Role profile

Reports to: Director of Partnerships and Social Value

Line manages: Creating Futures Colleagues x5

Team: Creating Futures

Salary: Up to £41,030 per annum

ABOUT US

Creating Enterprise, part of Cartrefi Conwy Housing Association, is an award-winning social enterprise, based in Conwy, North Wales.

As a social enterprise, we're able to demonstrate a strong social value as we invest our profits back into the communities where we have homes.

About this role:

The purpose of this role is to support the delivery of Cartrefi Conwy's Social Impact Strategy and action plan and to embed social impact across Group Cartrefi Conwy. You will lead the Creating Futures team which consists of colleagues working to deliver community events and support contract holders and customers with employment support. Through positive and organised leadership, you will ensure that team KPI's are met.

FOCUS & KEY RESPONSIBILITIES

- To oversee the day-to-day running of the Creating Futures team ensuring all projects and services meet the needs of Cartrefi Conwy tenants and the wider community
- To lead in the delivery of the Social Impact Strategy's key objectives of Creating Sustainable Tenancies and Creating Opportunities for people to thrive in their communities, delivering against targets within budget and deadlines
- To oversee the management and growth of Cartrefi Conwy's Community Hubs to deliver services and activities for the community
- To oversee the development and management of any grant-funded projects, ensuring awarding body outcomes are achieved and reported on
- To ensure effective line management of Creating Futures colleagues, including temporary grant-funded positions.
- To assist the Director of Partnerships – Social Value to plan, pilot and evaluate new projects and services.
- To be accountable for meeting Creating Futures KPI's as set annually by the Board of Directors and developing operational and individual performance indicators that contribute to Creating Enterprise delivering its objectives. Ensure all support provision is accurately reported and recorded, highlighting successes.

- To increase the engagement of a diverse range of people accessing projects and services delivered by Creating Futures.
- To proactively develop new projects and services to be delivered within Creating Futures and to apply for external funding where appropriate to help support these events and initiatives.
- To develop links with partners, external organisations and agencies to increase participation and engagement to improve satisfaction for our contract holders.
- To build links with tenant facing Cartrefi Conwy colleagues to increase awareness of the social impact strategy and how it can support colleagues.
- To partner with, involve and influence key stakeholders to develop new initiatives and opportunities.
- To actively support the overall delivery of Creating Enterprise objectives to provide an excellent, innovative and tenant / customer focused service.



Person specification

EDUCATION AND QUALIFICATIONS

Essential

Attainment of or working towards a relevant professional qualification (for example Management, Coaching and Mentoring) or equivalent experience

Assessed by:
Application

Desirable

Evidence of continued personal development

Application

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

Experience in delivering employability training sessions

Assessed by:
Application/Interview

Experience within the welfare to work sector and supporting the long term unemployed towards achieving sustainable employment

Application/Interview

Driving licence and use of car*

Certification

Excellent communication skills with the ability to coach, mentor and motivate individuals to overcome their barriers to gaining employment, volunteering or training opportunities

Interview

Experience of managing volunteers or unpaid casual workers

Application/Interview

Proven experience of working to and meeting MPI's / KPI's and targets

Interview / Presentation

Experience of partnering with, involving and influencing key stakeholders to develop new initiatives and opportunities

Application/Interview

Willingness to work as part of a team, demonstrating a flexible approach, including being prepared to undertake occasional out of hours work

Application/Interview

Demonstrate an active commitment to achieving the goals and values of the Organisation whilst being a positive role model

Application/Interview

Desirable

Experience of bid writing, development, and submission

Application/Interview

Experience of managing grant funded contracts

Application/Interview

Experience and knowledge of using Social Return On Investment (SROI) tools and producing SROI reports
Welsh Language Skills (minimum level 3)

Application/Interview

Application/Interview

CORE VALUES

Essential

Do the right thing

Be innovative

Commit to quality

Assessed by:

Application/Interview

Application/Interview

Application/Interview

It is essential that all candidates are able to demonstrate their ability to meet our group values: **Be Innovative**, **Commit to Quality** and **Do the Right Thing**. You should explain in your interview how your examples meet these values.