

SOCIAL ACTION MANAGER

Background on St. John's Church, Crawley

Who we are: St John's Crawley is a resource church in the heart of Crawley. We're a part of the HTB network, and we play our part in the big vision of HTB to evangelise to the nations, revitalise the church and transform society.

In September 2017 a small team from St Peter's Brighton led by Steve and Liz Burston planted our 11am service in St John's. Over the last 5 years we have grown into a community of over 300 worshippers across 3 services. The adventure continued in November 2021, as we seek to revitalise St Richard's, Three Bridges, and St Peter's, West Green as part of our family of churches in Crawley.

Social Action has grown following the pandemic as 26 churches work together under LYN Crawley, coordinated by St John's. Alongside the joint mission, St Johns is seeking to continue and expand its work with ex-offenders, veterans and other vulnerable groups. As a Christian organisation our faith is an integral part of our working culture and the way we love people.

Our vision: For us here in Crawley our vision is to Love Jesus, Love Church, Love People and Love Crawley.

Our mission: Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture. Each member of staff plays a key role in contributing to our vision.

Job Profile

Job Title	Social Action Manager
Team	Social Action
Location	Crawley
Responsible to	Vicar

Part 1 – Job description

1. Main purpose of the role

The role is to manage Social Action at St John's, which includes running Crawley Love Your Neighbour (LYN), which is part of a national movement of churches collaborating in local communities, alongside people of all faiths and none to support individuals and families in need. You will be responsible for the day to day running and strategic planning of the Town Centre Hub, which is a listening and signposting service located alongside the Easter Team, a Food Bank. The Social Action Manager will be line managing staff across the different ministries.

You will also oversee the existing social actions projects run by St John's, namely;

The Bridge Café – this works with a variety of partners in order to create a safe place for people to get practical help and support

Hope Into Action (HIA) houses are run in collaboration with HIA and St John's provides pastoral befriending alongside practical help maintaining the properties

Chaplaincy at Dr Surgery – where two trained chaplains offer a service to the GP Staff and patients

Love Your Neighbour Requests – shopping, prescription, befriending, gardening and support for those in need

Refugee and Asylum Seeker Responses - collecting clothes, coordinating a tuck shop and other activities with refugees and asylum seekers in a variety of settings in Crawley.

Also helping to establish new ministries such as;

Street Pastors – St John's hopes in the coming months to establish a team of volunteers to assist in pastoring the Crawley Town Centre Night Life

Recovery Group – a Christian-centred group for recovering addicts

Employment Training – helping people back into work

The role requires excellent organisation and good communication skills combined with a high EQ and ability to work with people from all walks of life. You will be flexible and able to work dynamically to respond to needs as they arise whilst keeping a strategic eye on upcoming opportunities and challenges. You will use your experience in social action to review the needs of your community and offer tailor-made services in response to them. It will involve partnering with others in the community and being entrepreneurial and forward thinking in how to tackle the issue of poverty.

2. Scope of job

People Management

- Line manage Volunteer Coordinator, Hospitality Coordinator and Surgery Chaplains

Budget Management

- Effective and accurate management of agreed budgets, keeping project costs within budget

Key Relationships – Internal

- Vicar
- PCC

- Ministries
- Volunteers involved in social action

Key Relationships – External

- Local Church Partners
- National LYN Team
- Local volunteering groups
- Community Groups
- Agencies

3. Duties and key responsibilities

Social Action Manager responsibilities will include, but are not limited to the below;

Operations and logistics - LYN

- Schedule and lead team meetings, prayer meetings, vision days and LYN services
- Responsible for meeting the requirements of the Love Your Neighbour Partnership Agreement
- Work to drive the short- and long-term strategy of the project, particularly around employment
- Implement processes and tasks to drive strategy forward
- Proactively look for fund raising opportunities and grant writing
- Work with volunteer coordinator to ensure safer recruiting processes are implemented
- Work closely with creative lead on local/national social media posts
- Ensure LYN is GDPR compliant
- Assist with providing emergency cover for phonedlines
- Line manage the volunteer coordinator, through regular 1:1s and bi-annual appraisals

Operations and logistics – other

- Line manage the Hospitality Coordinator (Bridge Dafe) through regular 1:1s and bi-annual appraisals
- Line manage the chaplains through 1:1s and bi-annual appraisals
- Oversee HIA befrienders and work in partnership with the Church & Tenant Empowerment worker who oversees the houses, by supporting them as and when the need arises.
- Proactively look for fund raising opportunities and grant writing

People and relationship management

- Maintaining communication and partnership with the LYN central, plus excellent relationship with local partner charities and agencies
- Responsible for conducting regular reviews of the local area in order to identify community need and also agencies and charities who could become potential partners
- Managing ongoing training and development opportunities for staff and volunteer teams in relevant subjects

Budgeting and reporting and data analysis

- Oversee database of volunteers and projects and tracking metrics
- Presents updates and metrics to colleagues and other agencies in writing and presentations as and when required
- Manage Social Action budgets including tracking donations, income and expenditure with accuracy and able to share weekly figures with the LYN national campaign team
- Feedback on impact measurement and drawdown of funds

Part 2 – Person specification

Job title: Social Action Manager

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> ● Programme design and planning ● Operating within clear policies and guidelines ● Working with local partner organisations ● Monitoring, evaluation and learning ● Developing programmes or processes ● Managing projects and processes ● Pastoral support ● Working with/developing theories of change ● Presenting to groups 	<ul style="list-style-type: none"> ● Demographic knowledge of local area ● Stakeholder management ● Delivering training
Skills/Abilities	<ul style="list-style-type: none"> ● Sound judgement and decision making ● Strong interpersonal skills with the ability to relate to and motivate people from a broad range of backgrounds, culture and influence ● Excellent interpersonal communication ● Strong attention to detail ● Administration skills ● Problem solver ● Clear thinker and communicator ● Self-starter ● Ability to think and plan strategically ● Proactive approach to implementing new strategies ● Computer literate – an ability to use Microsoft office packages to a high standard (particularly Word and Excel) ● Ability to manage conflict ● Ability to manage own workload and prioritise tasks ● Ability to work on own initiative and with minimal supervision ● Exemplary organisational skills 	<ul style="list-style-type: none"> ● Fundraising and grant writing
Personal Qualities	<ul style="list-style-type: none"> ● Committed to the vision and values of St John's and Love Your Neighbour ● Committed Christian ● Compassionate ● Warm and friendly ● Adaptable / Flexible ● Confident ● Positive attitude ● Team Player ● Excellent personal organisation 	
<p>OTHER COMMENTS: This role will require a DBS/Police check</p>		

St. John's Church, Crawley
Information for applicants

Job title: Social Action Manager

Office hours:

Monday to Friday 9.00am - 5.00pm with one hour for lunch.
35 hour working week

Annual leave - full year:

25 days pro-rata
+ statutory bank hols

Sick leave scheme:

Based on length of service

Non-contributory pension scheme:

All staff who meet the criteria are automatically enrolled onto the St. John's pension scheme.

St. John's will contribute 4% of your salary to your pension

New staff service:

6 months probationary period with a 3 month review

This is a 12 month fixed term contract

Salary: £28000 per annum full time