



## Move On Up Manager (part time)

**Location:** Bethnal Green, London

**Responsible to:** QSA director

**Salary:** £19,904 (this is the pro rata salary of the full time level of £34,121)

**Hours:** 21 hours per week, ideally worked over 3 days

**Leave:** Pro rata 25 days holiday per annum plus bank holidays

### How to apply

If you have any questions, please call 020 8983 5030 and ask to speak to our director, Judith Moran.

If you decide to apply, please send the following two documents to **info@qsa.org.uk**:

1. A copy of your CV, highlighting the areas of your experience pertinent to this role
2. A supporting statement, of no more than 3 sides of A4, **outlining how you meet our person specification (below)**

We also invite you to complete our online equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Closing date is **10am on Friday 21 June 2019**.

If you do not hear from us by the end of **that day**, please assume you have not been shortlisted.

Interviews for the shortlisted candidates will be held on **Wednesday 26 June 2019**.

**Thank you for your interest. We look forward to your application.**

## About

### Who is Quaker Social Action?

Quaker Social Action (QSA) is a charity and a limited company, founded in 1867, which addresses poverty and social exclusion. We support over 3,000 people each year directly, as well as reaching hundreds more professionals each year through our training and campaigning activities.

As well as Move On Up, our award-winning projects meet practical needs:

- **Homestore** sells affordable, donated furniture to people on low incomes in east London.
- **Down to Earth** practically supports people on low incomes struggling with funeral costs and pushes for strategic change within the funeral industry and to government.
- **Made of Money** offers a creative and reflective approach to financial wellbeing for individuals and families on low incomes. A training programme shares our approach with professionals across the UK.
- **This Way Up** offers coaching and mindfulness to people on low incomes wanting to move on from a difficult experience and build up resilience for a more positive future.
- **Bags of Taste** supports people to develop healthy and affordable cooking habits through friendly and sociable cookery courses.
- **Aberfeldy Big Local** brings together neighbours on one estate in Tower Hamlets to connect with each other and bring about positive change in their local area.

We are not a religious charity but Quaker values of equality, simplicity and compassion sit at the heart of our work.

### What is Move On Up?

Move On Up is a supportive housing project which was set up in 2017. It remains the only project of its kind in the UK, growing from previous work delivered by QSA and a strong belief that, at the heart of our communities, we need decent, stable and affordable housing. In London, this is a challenging aspiration to bring to reality and the private rented sector poses many barriers and challenges even to the affluent. For those who are on a low income and in addition who would benefit from a more supported housing environment for a period of time, opportunities can be few and far between.

Move On Up was set up to support young adult carers; young people who are undertaking caring responsibilities within their families, often with a great sense of pride and responsibility. However,



this caring can come with a price – they are more likely to be not in education or employment, they can be isolated socially and can struggle to define an adult life for themselves beyond being a carer. Even the normal rite of passage of leaving home can be fraught with difficulty, given the care needs of their family member.

Commonweal Housing are our key partners in the project. Their mission is to address social injustices that include a housing element and they have a track record of establishing a handful of courageous projects addressing some niche issues, such as supporting women to exit prostitution. Their belief in this idea, and in QSA's ability to execute it, ultimately led to the involvement of four social investors and a pot of £2.3million which was used to purchase properties across east London for the project.

The project got up and running in the middle of 2017 and currently has full occupancy, with 12 tenants living across the four properties. There have been changes within all four of the properties in this period, with people moving out and others moving in, for which we maintain a small but active waiting list. Some of these young people are still undertaking caring responsibilities, for some this is no longer the case, some are studying, others are working, others again are still uncertain of the path they want to take in life.

Rent is set at Local Housing Allowance level to ensure that the housing is as affordable as possible and that the tenants can concentrate on other goals they have for live. The impact of the project is being assessed in real time with an external evaluation by the Learning & Work Institute.

Supporting eligible young people to consider moving in, and ensuring that an appropriate care package is in place for their family member will be critical, as is ensuring a planned and positive move on, at some point within the two year time period within which we hope and expect our tenants to move on. The creative, enthusiastic and tailored support we offer them for the duration of their tenancy is at the core of the whole project.

## **What is the role of the Move On Up manager?**

The project has benefitted from one member of staff who joined as the manager and set up the original project. As he is now moving on, we have taken the opportunity to split his job into two roles, with a Move On Up manager and a Move On Up development worker, both part time. We feel this will provide a greater focus to each role and a sense of team work. Both roles will be three days per week.

As the Move On Up manager, your role will be to oversee this ground breaking project, and offer clear support and direction to the Move On Up development worker, who you will have a hand in appointing. You will need to build up a strong relationship of trust from the outset with the tenants and continuing the ethos of the project which is about setting sufficient boundaries and protocols to maintain a good housing management relationship while never losing sight of the fact that the most important aspect of this work is to support the tenants to flourish and thrive during their time with us.

It will require the ability to work under your own steam and to manage multiple priorities, engaging with a wide range of stakeholders, who are our partners in the project and whom we want to influence, as we share the learning arising from this work.

We want to find an excellent team player and someone who is motivated by our work and our mission – “to enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives” which we do by “running practical, sustainable and collaborative projects”.

## Role description

**Responsible to:** QSA director

**Purpose of post:** To manage and develop an innovative supportive housing project in east London, overseeing all aspects of the project, in particular the support offered to the tenants, all of whom are or have been young adult carers, to develop realistic plans for the future, to work towards their chosen goals in life and ultimately to have a successful move-on.

### **Engaging and supporting tenants**

1. To maintain and review clear eligibility criteria for consideration for tenancies within the Move On Up project.
2. To ensure the eligibility criteria for the project is circulated, understood and adhered to in the selection of tenants.
3. To set up, maintain and develop strategic relationships with a wide range of organisations who may come into contact with young adult carers and be able to refer them to the project.
4. To positively market the project, ensuring that systems are in place to ensure that all enquiries are promptly responded to and addressed.
5. To ensure that the waiting list of potential tenants is maintained and kept up to date with developments.
6. To ensure that the development worker offers support to each tenant to move in to the properties, to identify a wide range of goals and aspirations while within the project and to make a planned and positive move on.
7. To oversee and resolve any disputes between tenants or neighbours at the properties.
8. To plan ways to diversify and broaden the support offered to tenants, through mentors, coaches, volunteers, pro bono support etc.

### **Partnerships and stakeholders**

1. To work closely with Commonweal Housing as the key strategic partner, particularly in the planning of the quarterly strategy meetings with all key stakeholders.
2. To ensure the sharing of timely information and reflections about the learning emerging from the project with the Learning & Work Institute, the evaluators for the project.

3. To build and maintain positive relationships with the four social investors involved with Move On Up.
4. To build and maintain links with key organisations of interest to the project, particularly carers' organisations and those involved in the housing of young adults.

### **Housing management and rent collection**

1. To have clear systems in place to ensure that routine checks are taking place across the properties and that QSA fulfils its landlord responsibilities with regard to fire, gas safety, security, etc.
2. To ensure all properties are maintained to a high standard and that repairs are undertaken as promptly as possible.
3. To keep the costs of housing management down as much as possible.
4. To liaise with the QSA finance officer who is responsible for rent collection regarding all relevant matters, particularly arrears or benefit difficulties, to keep abreast of what is happening and to offer support wherever practicable to ensure consistent and high rent collection levels.
5. To brief the Move On Up development worker on levels of rent arrears and ensure there is a consistent and joined up approach to supporting tenants to manage their money well and pay their rent to QSA.

### **Project oversight**

1. To oversee all relevant systems and procedures for the smooth running of the project, ensuring GDPR compliance with all the Move On Up data.
2. To actively engage with QSA impact processes, to ensure that the benefit of the project is regularly measured and reviewed.
3. To ensure that Move On Up is compliant with all relevant housing legislation and to keep abreast of changing to the housing sector (such as HMO licenses) and within the benefits regime (such as Universal Credit) that could/would affect our tenants.
4. To ensure that the safeguarding regime within Move On Up is of the highest standard.

### **Communication and external liaison**

1. To liaise with the director on sharing the learning emerging from Move On Up with others that may benefit from it; specifically policy makers and/or practitioners engaged on issues to do with housing or the needs of young adult carers.
2. To further this ambition by working with the fundraising & communications team on media opportunities, blogs, public speaking opportunities, etc, on behalf of Move On Up.
3. To represent Move On Up by liaising with appropriate strategic networks and participating in appropriate forums and meetings.
4. To keep up to date with relevant local and national developments, particularly around housing and carers, in order to ensure the work of Move On Up is informed by and responsive to changes in policy or best practice.

### **General**

1. To work within the policies and procedures of QSA.

2. To receive line management and supervision from the director.
3. Any other duties, as appropriate to role, as agreed by the QSA director.

## Person specification

### **Experience:**

1. Experience of building constructive working relationships with people in a supported environment, ideally young people.
2. Project management experience, ideally gained within a charity or not for profit organisation.
3. Experience of working in the housing sector is highly desirable, but not essential.

### **Ability:**

1. Ability to oversee all aspects of a supported housing project.
2. Ability to manage multiple priorities.
3. Ability to work autonomously.
4. Ability to work with systems to assess the impact of a service and to adapt that service accordingly.
5. Excellent communication skills and interpersonal skills, adapted to different audiences as required.

### **Knowledge:**

1. Knowledge of the housing needs of young people.
2. Knowledge of safeguarding and robust risk assessments.
3. Knowledge of the experience of carers, especially young adult carers, is highly desirable.
4. Knowledge of housing law and best practice in the housing sector is desirable.

### **Ethos:**

1. Commitment to and understanding of issues of inclusion, equality and diversity in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as clarified by the vision & mission of QSA:

*QSA's vision is that of a just world, where people put people first. QSA's mission is to enable people on low incomes and beyond to seek solutions to the issues that affect their lives, by building practical, sustainable and collaborative projects and by sharing that learning where it has potential to benefit communities beyond our own.*

## Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. Your salary will be on **NJC scale point 33-36**, which starts at **£19,904** (this is the pro rata salary of the full time level of £34,121). All appointments are made at bottom of scale.
2. This is a **part time** post of **21 hours** per week, ideally worked over 3 days.
3. This is a permanent appointment.
4. Some evening and weekend work is possible, on occasion, but is not a regular part of the role.
5. This post will be based at the QSA office, Bethnal Green.
6. The period of notice will be 1 week during the probationary period and 1 month on its completion.
7. You will be entitled to pro rata of 25 days holiday per year with the leave year running from January to December, plus bank holidays.
8. This post is subject to a 6 month probation period. After the successful completion of your probationary period, staff are entitled to join the QSA pension plan. This is an additional 6% on top of salary paid into the QSA group personal pension, with a 2% staff contributory element.
9. QSA has a union recognition agreement with Unite although staff are welcome to join any trade union.