

Job Description

Job Title: Head of Community & Connections
Reporting to: Chief Executive

Purpose of the role:

This is a key leadership role, instrumental in building relationships and creating an environment and culture where our people can thrive.
Working collaboratively with the CEO, Board of Trustees and Management Team to shape the future of the organisation by leading frontline services ensuring they are safe, effective, financially sound and rooted in Space values.

Key Responsibilities:

Strategic leadership

- Help develop and deliver Space's organisational strategy
- Provide clear objectives to the Community & Connections team so that services are delivered effectively, efficiently and with impact
- Gather data and review community needs to identify opportunities to improve, change or grow services
- Represent Space across relevant networks, partnerships and collaborations building trusting, long term professional relationships

Leading and supporting people

- Line manage a group of Project Managers with warmth, clarity and purpose, ensure learning and professional development is embedded, offering regular 1:1s, coaching and space for reflection
- Help teams plan their services well, deliver confidently and continually improve their work
- Be a visible role model for all staff and volunteers, living Space values, championing staff engagement and contributing positively to our culture
- Ensure safeguarding, risk and HR responsibilities are understood, applied and delivered on

Quality and Compliance

- Ensure services meet all legal, regulatory and governance requirements
- Use data, reflection and service reviews to understand what works and where to change
- Develop business cases for improvements or new ways of working and lead change thoughtfully and with purpose
- Take part in regular CDP and other learning opportunities, sharing knowledge and good practice across the organisation

Finance and fundraising

- Oversee budgets for Community & Connections services and support managers to manage finances confidently
- Work with the fundraising team to identify, secure and sustain funding for your services
- Maintain strong, transparent relationships with funders and partners
- Contribute to managing organisational financial risks and opportunities

Values and behaviours

- Communicate clearly, promote positive relationships, teamwork and bringing people together
- Live Space values and deliver work with kindness, compassion, collaboration and inclusion
- Deliver work in line with legal, ethical and data protection requirements

Person Specification

Essential Skills and Attributes for this role:

- Experience of leading or overseeing frontline Health & Social Care or community based services at a senior level
- A people first mindset and strong, values-led people management experience
- Good judgement – you know when to stick to policy and when to exercise common sense to make balanced decisions
- A positive can do attitude, ready to roll your sleeves up and take on challenges
- Excellent communication skills, being able to genuinely connect with people on all levels and build a reputation for being approachable and trustworthy
- Confidence working with budgets and financial information, able to not only understand but translate them to others
- Experience of working with a Board of Trustees and reporting to funders
- Be highly organised and self-motivated with the ability to plan well and manage multiple complex projects at the same time
- Experience of working in partnership with, and building relationships with, other organisations
- Strong digital skills, confidence using Microsoft Office (Outlook, SharePoint, Teams, Word, Excel, PowerPoint) and digital collaboration tools
- A solid understanding compliance, health & safety practices and safeguarding
- Some flexibility with working hours to provide occasional on call telephone support to services that run out with typical office hours
- Have a genuine commitment to working in the Third Sector and a desire to make a difference

Desirable Skills and Attributes for this role:

- A recognised professional qualification in health, social care, community education
- Knowledge of charity finances and fundraising