

Job Description

Job title:	Connected Communities Project Manager
Place of work:	Gaysham Avenue Gants Hill, IG2 6TD
Hours of work:	35 hours per week
Responsible to:	Thriving Communities Programme Manager
Responsible for:	Community Connectors x3, Connected Communities Project Worker
Contract:	Permanent
Salary:	£34,040 per annum

About Community Action Redbridge

Community Action Redbridge is a local infrastructure charity dedicated to building a fairer Redbridge where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives.

At the heart of our work is a commitment to social justice and to tackling the root causes of inequality. We're passionate about shifting power, amplifying community voices, and working collaboratively to create social change.

We do this by:

- Strengthening and championing the voluntary, community and social enterprise (VCSE) sector, so local organisations have the tools and support they need to grow and thrive.
- Supporting local people to drive change in their own communities, through social action, volunteering and active participation.
- Bringing people and organisations together, from the VCSE sector, public services, and local businesses, to collaborate on shared ambitions for Redbridge.

Job Purpose

The Connected Communities Project is designed to build on people's strengths and draw on the strengths of their communities to:

- Build individual, family and community resilience
- Support empowerment and independence
- Reduce social isolation and loneliness
- Increase choice and control
- Facilitate inclusion and connectedness

As Project Manager, you will lead the day-to-day delivery and ongoing development of the project, ensuring it reflects Community Action Redbridge's strategy and values, and remains inclusive, responsive, and grounded in what matters to the people we support. You'll oversee a small, dedicated team and be responsible for creating the conditions in which they can thrive, embedding a strong culture of learning, reflection, and continuous improvement.

You'll lead on project planning, coordination, and quality assurance, ensuring robust systems and processes are in place for referrals, data management, and evaluation. You'll use insight, evidence, and lived experience to help shape and strengthen the project's delivery, while ensuring its impact is well captured, communicated, and understood by partners and funders.

Working closely with VCSE organisations and local stakeholders, you'll build strong relationships, champion community-centred approaches, and help strengthen the local support ecosystem – contributing to a more connected, resilient, and person-led model of wellbeing in Redbridge.

Please note that this role can be offered on a hybrid basis, with a minimum of three days per week in the office. As an organisation rooted in community, we believe that regular in-office presence is important to foster collaboration, connection and team cohesion.

What you'll do

Project Management and Development

- Manage and lead the day-to-day coordination, delivery, and development of the Connected Communities Project, ensuring it aligns with Community Action Redbridge's strategy and values, and draws on individual and community strengths to improve wellbeing, resilience, and connectedness.
- Embed a person-led approach, ensuring support is shaped by the strengths, goals, and preferences of the people we support, and that they are actively involved in decisions about their own support.
- Develop and implement effective processes, systems, and quality assurance tools to support continuous learning, reflection, and improvement.
- Actively involve the people we support as partners in project planning, decision-making, and evaluation.
- Foster a culture of reflective practice and ongoing learning within the team to enhance the quality and relevance of the support offered.
- Oversee and regularly review referral and allocation processes to ensure they are inclusive, accessible, and responsive to the needs of diverse communities.
- Ensure robust systems and processes are in place to manage referral flow effectively, enabling timely allocation, minimising waiting times, and

supporting smooth project delivery. Utilise digital tools effectively to support project coordination, data management, communication, and evaluation.

- Lead risk management for the project, ensuring timely identification, assessment, and mitigation of operational risks.
- Ensure all project activities proactively address inequalities and are accessible, culturally sensitive, and inclusive of diverse communities.
- Collaborate proactively with colleagues across Community Action Redbridge, particularly the Sector Development Team, to build the capacity and long-term sustainability of the VCSE organisations the project refers into.
- Oversee the continued development of Community Action Redbridge's directory of local support and services, ensuring it remains a practical and up-to-date resource for the team and wider community.

Partnership and Stakeholder Engagement

- Build and maintain strong relationships with VCSE organisations, referral partners, and wider stakeholders to support effective collaboration and shared learning.
- Actively engage local partners to encourage appropriate referrals and raise awareness of the Connected Communities Project as a pathway to holistic, person-led support.
- Represent Community Action Redbridge at relevant networks and forums, highlighting the Connected Communities Project and its approach.
- Coordinate outreach activities and promotional events to raise the profile of the project and the role of the VCSE sector in improving health and wellbeing.
- Develop engaging communications and publicity materials to raise awareness of the Connected Communities Project, celebrate impact, and promote the role of community-centred approaches in improving health and wellbeing.

Monitoring, Evaluation and Impact

- Lead project monitoring and evaluation using both qualitative and quantitative methods to understand community experiences, inform project development, and demonstrate impact.
- Ensure accurate and up-to-date records of project activity and the people we support are maintained in line with data protection policy and good practice.
- Support the team to use data, stories, and feedback to reflect on their work, share learning, and adapt delivery in response to emerging needs and insights.
- Prepare clear, purposeful reports for funders and stakeholders that demonstrate outcomes, capture learning, and evidence the impact and value of community-centred approaches.

People and Financial Management

- Line manage Community Connectors and the Project Worker, providing regular supervision, support, and annual appraisals. Support staff to reflect

on performance, identify development needs, and set goals that align with project and organisational priorities.

- Foster a positive, inclusive, and high-performing team culture aligned with Community Action Redbridge's values.
- Support staff development and wellbeing, providing coaching and opportunities for reflection, learning, and growth.
- Plan and manage the project budget, ensuring responsible and effective use of resources in line with project objectives and funder requirements.
- Support the Programme Manager with funding applications by contributing project insight, evidence of impact, and case studies that strengthen the case for support.

General Duties

- Practise and actively promote Community Action Redbridge values and ways of working.
- Actively promote diversity, equity and inclusion, and help to ensure that Community Action Redbridge works anti-oppressively and challenges injustice.
- Contribute to the continuous development and performance of Community Action Redbridge.
- Help raise the profile of Community Action Redbridge and uphold our brand by representing the organisation positively and following brand guidelines in all communications and activities.
- Adhere to all Community Action Redbridge policies and procedures.
- Actively participate in support and supervision, annual appraisals, team meetings, away days and appropriate training and development opportunities
- Undertake any other duties as required and in line with the purpose of the post.

This is a description of the job as it is presently constituted. It is the practice of Community Action Redbridge to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Community Action Redbridge is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to a basic DBS check.

We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.

All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however, the organisation may employ positive

action where candidates from underrepresented groups can demonstrate their ability to perform the role equally well.

Person Specification

	Essential	Desirable
Education		
Knowledge, skills and experience	• Excellent knowledge and understanding of the social determinants of health and community-centred approaches to improving health and wellbeing. • Excellent understanding of trauma-informed approaches and how to apply them sensitively in community-based work. • Strong working knowledge and commitment to safeguarding and promoting the welfare of children and adults at risk. • Commitment and ability to use participatory approaches to project design, delivery, and evaluation. • Strong digital literacy with the ability to confidently use Microsoft 365 apps (such as Outlook, Teams, Word, Excel, PowerPoint, Planner and SharePoint) and quickly learn and implement new digital systems and tools. • Strong written and verbal communication skills, adept at translating complex information into clear, compelling messages for diverse internal and external audiences. • Excellent time management and organisational skills with the ability to design and manage systems, processes and workflows that support effective people management, project management and delivery. • Excellent project management skills with the ability to manage multiple workstreams, ensuring effective coordination and delivery • Strong working knowledge of data protection and confidentiality, with a proven ability to implement and maintain best practice to safeguard sensitive information • Strong understanding of monitoring and impact evaluation principles, with a proven ability to identify and implement appropriate tools and processes to effectively track project activities and measure outcomes. • Proven ability to collect, organise, and analyse data to monitor progress, demonstrate impact, and inform continuous improvements. • Strong problem-solving and decision-making skills, with the ability to manage day-to-day challenges, assess risks, and take initiative to keep project delivery on track.	

	Essential	Desirable
	• Proven ability to work collaboratively with colleagues, partners, and stakeholders across different teams and organisations, with experience of supporting others to work well together and fostering a positive, supportive team culture • Ability to support and coordinate the work of others, contributing to an empowering team environment where everyone is able to perform at their best. Leads by example, with strong interpersonal skills and a commitment to collaborative working. • Ability to manage project budgets, monitor expenditure, and ensure effective use of resources in line with organisational procedures. • Ability to build and maintain positive relationships with a range of internal and external stakeholders, ensuring clear communication and effective collaboration to support successful project delivery • Awareness of fundraising processes, with the ability to contribute to funding proposals by providing relevant project information and insight to support income generation efforts.	
Personal attributes	• Passionate about social justice with a strong commitment to Community Action Redbridge's values and mission. • Proactive and self-motivated, with a "can-do" approach • An open and respectful approach grounded in cultural humility, with the ability to engage sensitively and effectively with diverse communities • Flexible and adaptable with the ability to respond to changing circumstances and priorities. • Reflective and self-aware, committed to continuous learning and personal development.	
Other requirements	• A commitment to diversity, equity and inclusion, and to working anti-oppressively and challenging injustice. • A willingness to work flexibly, including occasional evenings/weekends by prior arrangement.	