



## Warm Welcome Programmes Manager

**Location:** Fully remote with flexible working arrangements. Attendance is required at a monthly in-person team day, usually in Bristol or Reading, for which expenses will be covered.

**Salary:** £40,000 per year FTE, dependent on experience

**Contract:** We are open to this role being either part-time (0.8 FTE) or full-time. We offer flexible working, with a willingness to discuss a range of working patterns. Tuesday is a core working day for the team, and we would ideally like the successful candidate to also work on Thursdays.

**Closing date for applications:** Sunday 22nd November

\*Please note, both a CV and a cover letter must be submitted for applications to be considered. Please see the How To Apply section for full details.

**Screening calls/Interviews:** Due to high numbers of applications, prior to interview we plan to carry out initial screening calls with prospective candidates before selection for interview. We will be asking about your reasons for applying and how you think your skills and experiences align with the role.

**Screening calls:** Week of 30th Nov/ 1st December

**Interviews:** Week of 7th December

**Start Date:** ASAP

## About: The Warm Welcome Campaign

Founded in 2022, the Warm Welcome Campaign wants everyone in the UK to find a place of belonging and reconnection at a Warm Welcome Space near their home. We have a bold ambition to enable a more deeply connected society where we all have free access to welcoming community spaces.

We resource, connect and champion a network of over 6,000 Warm Welcome Spaces and bring together a growing coalition of local, regional, and national partners representing the worlds of charity, faith, business, government, and philanthropy. By working together, we can unlock the power of community spaces made by and for everyone, creating a thriving network of hope and reconnection fueled by human warmth.

We're working hard to reach everyone with the message that a Warm Welcome is waiting for them just around the corner, all through the year.

Throughout all our work and within our team we live out our values of being inclusive, collaborative and courageous and our personality that is friendly, adventurous and uplifting.

It's an important moment for us – we are now in our second year of our [five year strategy](#) which shows a clear picture of the path we have set ourselves ahead to continue to deliver and deepen our impact. We now have approximately 3.5 million visitors to Warm Welcome Spaces each year. In January we delivered a hugely successful second ever Warm Welcome Week in collaboration with a wide variety of partners.



## The Good Faith Partnership – The Warm Welcome Campaign’s host Organisation

The Warm Welcome Campaign was incubated by and is hosted by the Good Faith Partnership. Founded in 2016, we create solutions to society’s most difficult problems by bringing together leaders and organisations from different sectors. Our clients are diverse and complex, from the Foreign, Commonwealth and Development Office to faith-based organisations, businesses, charities and funders. We connect businesses, governments, charities, philanthropists, foundations and communities to make lasting change - from incubating projects like the Warm Welcome Campaign, helping support the Home Office’s Homes for Ukraine Scheme or co-ordinating public affairs for the Patriarch of Jerusalem in the UK, US and EU.

We are collaborative, ambitious, and inclusive. At our core, we believe in the power of strong, unlikely relationships, to drive positive social change.

You can read all about the Good Faith Partnership [here](#).

## The Opportunity

This is an exciting opportunity for an ambitious and proactive individual to work within a small (but growing), friendly and dynamic team in a varied role.

If you are brilliant at engaging and mobilising a wide variety of organisations and individuals, and passionate for your input to shape work that makes a genuine difference to people’s lives, this could be the role for you.

To help to lead and support the range and depth of opportunities we can offer to Warm Welcome Spaces, we are looking for a Warm Welcome Programme Manager to work primarily on key projects, to ensure they are as successful as possible in delivering impact and meeting their targets. The Programme Manager will have oversight and also help develop our wider support for Warm Welcome Spaces, including supporting our Champions Programme which offers more intensive support and a Community of Practice to a smaller cohort of local groups.

We’re looking for someone who thrives on the variety of connecting with a huge range of people and multiple projects. The role requires someone who is organised and systematic while at the same time has room for creativity, learning and innovation. You will need to enjoy working proactively and flexibly in a fast-paced environment, and have a logical, systematic approach, as well as excellent communication and IT skills. Our team works remotely, but there are also opportunities to co-work (depending on location). You’ll be encouraged and supported to grow and develop your skills and expertise within this role.

## Responsibilities

You will be line managed by the Warm Welcome Programmes and Partnerships Director and and work closely with the wider team, your primary responsibility will be to lead on ensuring our programmes with Warm Welcome Spaces are being delivered to the highest

standard to ensure that we are fulfilling our partnership agreements and developing our wider support offer. You would take ownership of specific tasks as required, including

### Managing and delivering existing Programmes:

- Supporting, delivering and co-developing existing programmes of work for supporting Spaces. Including:
  - The Warm Welcome Champions Programme, providing more intensive support and connections to a smaller cohort of Warm Welcome Spaces. This programme allows us to learn from and test ideas with a smaller group of Spaces, to help us to develop our wider programme of Space support.
  - Promoting good practice in volunteering and supporting Spaces to maximise and grow volunteering opportunities.
  - Supporting a range of partnership projects to ensure more support for Spaces and their guests.
- Track Key Performance Indicators (KPIs), gather data/insights, and evaluate impact.
- Holding regular learning reviews and ensuring we are on track to meet our targets. Quickly highlighting issues and problem-solving in case of any areas where we are behind targets.
- Managing the systems (including Beacon CRM use) needed for excellent delivery, stewardship and development
- Liaising with and developing verbal or written reports for partners to keep them updated on the progress of project outcomes and KPIs within agreed timeframes.
- Identifying and mitigating programme risks
- Ensure programme compliance with grant agreements, legal and regulatory frameworks (e.g., GDPR, safeguarding)
- Producing compelling communications (written and verbal) to promote the work of the Warm Welcome Campaign and grow the depth and breadth of partnerships to Support Spaces. This would include, but is not limited to, gathering case studies, quotes and images, as well as partnership proposals, pitches, and reports.

### Supporting development of new Programmes:

- Co-developing and integrating new programmes of work within our wider programme plan. These currently include (but are not limited to):
  - Winter Safety Net provision
  - Energy Innovation in community spaces
  - Place based networks
- Learn and gather insights from Spaces as to their needs to inform future programmes of work to support them. This will include visiting and speaking to a range of Warm Welcome Spaces.

### Programme team support and development:

- Line management and support for other programmes team members, as required.
- Supporting the delivery of other Warm Welcome efforts, as appropriate.

## Person specification

We are looking for candidates with the following skills and experience:

- Strong track record of carrying out a range of community partnership projects, especially those involving community groups
- Proven track record in strategising and managing complex projects or programmes from planning and design to evaluation
- Experience of successful project management and oversight in community settings
- Experience of leading and working successfully in a collaborative team environment
- Clear understanding of different motivations and dynamics related to partnerships and collaboration
- Ability to network, finding and seizing opportunities to make new connections and deepen existing ones
- Experience of gathering data and encouraging learning from monitoring, evaluation, and impact assessment
- Clear communication skills and experience of sharing information in clear, concise and easy-to-understand formats across a range of mediums, to a range of audiences.
- Experience in training and developing people's skills in partnership with others
- Experience in using a CRM system
- Tenacious with a natural drive to push tasks through to completion and to the required standards of excellence
- Highly computer literate: proficient users of Word, Excel, PowerPoint and Google Workspace, as well as being comfortable and keen to learn new technologies and use new tools
- Able to relate well to a range of stakeholders from a variety of backgrounds
- Highly organised and details-focussed
- Confident to take the initiative and solve problems pro-actively
- Self-starter, able to manage themselves and their time, juggling a variety of tasks and priorities
- Willing to work flexibly, which may occasionally require working out of normal working hours
- Willing and able to work remotely, predominantly from home, but with the possibility to co-work with other members of the team (depending on location)
- The successful candidate will also need to show they have the right to work in the UK, undergo a DBS check and provide the names of two references as part of our pre-employment checks.

## Competencies and behaviours in our team

The core competence of everyone in our team is the ability to build trusted relationships among people with diverse perspectives and backgrounds. We are looking for people who are:

- Committed to the power of relationships to facilitate social change
- Collaborative, inclusive, ambitious, aligning with our core values
- Self-starters with high levels of commitment, energy and motivation
- Curious and show initiative, with problem-solving skills and an ability to learn quickly and adapt to a rapidly changing context
- Calm under pressure, and can adapt quickly in a fast-paced environment
- Willing to pitch in to help other team members if needed
- Organised with effective time management skills.

## Working Arrangements

- Current members of the team are based across the UK, with some in London, Reading, Bristol, Manchester, York and Northern Ireland. Applicants must be able to travel to Bristol or Reading once a month for a Tuesday full team meeting. Given the nature of this role we would also expect the applicant to carry out a reasonable amount of travel to both Warm Welcome Spaces and partners across the UK.
- This role is fully remote, with flexible working arrangements.
- All employees, volunteers, partners, suppliers and consultants working with GFP are expected to adhere to our Code of Conduct and safeguarding policies. GFP's commitment to safeguarding means we seek to ensure that no harm comes to people as a result of contact with the organisation's programmes, operations or people.
- You will need to have the right to work in the UK.

## How to Apply

- To apply for the role, please use the [CharityJob link](#) to send us a cover letter (max 2 sides of A4) which specifically addresses the requirements listed in the person specification, along with a CV, as we will use this to shortlist applications. We will only accept applications via CharityJob, so please do not apply directly via our inbox. Applications will be anonymised prior to sifting stage.
- If you have any questions about the role, please email [info@warmwelcome.uk](mailto:info@warmwelcome.uk) and someone will get back to you as soon as possible.
- For more information, see [www.goodfaith.org.uk/](http://www.goodfaith.org.uk/) [www.warmwelcome.uk/](http://www.warmwelcome.uk/)

## Diversity and inclusion

We recognise the enormous benefits and the social imperative of bringing together diverse groups. We therefore warmly welcome applications from a broad range of backgrounds and experiences. We are committed to making our recruitment process as accessible as possible and are happy to provide reasonable adjustments for disabled candidates at any stage of the process. We also ask all applicants to complete our [equal opportunities monitoring form](#) alongside their application. This is optional but is an important part of helping us understand who is applying for our roles and ensuring our recruitment process is fair and inclusive.

We are happy to discuss and make any reasonable adjustments you might need at any stage of the application process, and to answer any specific questions relating to the role - please email us on [info@warmwelcome.uk](mailto:info@warmwelcome.uk) with 'Query for Warm Welcome Programmes Manager role' in the email subject line and we'll get back to you as soon as we can.

## Competencies and Behaviours in our team

The core competence of everyone in our team is the ability to build trusted relationships among people with diverse perspectives and backgrounds.

We are looking for people who are:

- Exceptional with people and committed to the power of relationships to facilitate social change
- Collaborative, ambitious and inclusive, aligning with our core values
- Self-starters with high levels of commitment, energy and motivation to build a vision from scratch
- Curious and show initiative, with problem-solving skills and an ability to learn quickly and adapt to a rapidly changing context
- Skilled at working in a complex environment with cross cultural, interfaith and political partners
- Willing to pitch in to help other team members if needed
- Organised with effective time management skills.