

## Wellbeing Groups Lead

### Introduction to Kintsugi Hope

Kintsugi Hope is a charity launched 24 February 2018, set up with the vision for 'A world where mental and emotional wellbeing is understood and accepted, with safe and supportive communities for everyone to grow and flourish.'

Kintsugi Hope is working with partner organisations across the whole of the UK to see our vision become a reality.

#### **Role Purpose:**

This role is responsible for driving the growth of our partner network by actively engaging with churches and charities, building strong relationships, and converting interest into committed partnerships. You will be a self motivated, target-driven individual who thrives on achieving results and seeing a process through to conclusion. You will have an eye for detail and administrative processes to ensure results are fully achieved.

**Job title:** Wellbeing Groups Lead

**Responsible to:** CEO

**Place of Work:** Remote

**Salary:** £27,500 (£16,500 pro rata)

**Contract :** 22.5 hours a week

**Benefits:** 25 days holiday plus Bank Holidays

Entitlement to pension following 3 months' probation period

Personal and Team Retreat Days

## Main Responsibilities

- Responsible for growing the partner network through proactive relationship building and follow up.
- Drive connections that generate new partner enquiries and convert them into partnerships.
- Actively network with cold connections to create new partnerships.
- Lead and follow up on Information Sessions to maximize conversion rates.
- Ensure enquiries are moved efficiently through the pipeline and successfully join the network.
- Support the processing of Group Leader applications, ensuring timely progress and regular follow-up.
- Monitor Group Leader training progress and follow up with those who have not completed.
- Be the first point of contact for partner and group leader enquiries via email and phone, escalating where necessary.
- Manage the Groups@ email inbox, ensuring timely and professional responses.
- Provide general support to group leaders throughout the training process.
- Manage the groups@ inbox and maintain accurate data across all relevant platforms.
- Plan and deliver online events for group leaders and partners as required.
- Support communications for Group Leaders Newsletter

### Other Responsibilities Include:

- Being willing to pray alongside staff and volunteers, and fully engage with our Christian ethos
- Encouraging friends, family and other contacts to support the charity through the Hope Giver programme and other fundraising initiatives
- Attending annual Kintsugi staff retreats and conferences
- Completing all compulsory Kintsugi Hope training within given timescales

### **Culture:**

- Clearly live out and embrace the cultural values of Kintsugi Hope.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

### **Measurable Outputs (targets set by individual with line manager sign off):**

- Achieve target number of new partners each quarter
- Achieve target number of new enquiries/attendees at information sessions
- Achieve follow up targets with potential partners attending information sessions
- Achieve pipeline progression targets

### **Person Specification**

#### **Education/Qualifications**

- GCSE Maths and English

#### **Knowledge/Experience**

- Experience of having to work using your own initiative.
- Experience of successfully working on your own.
- Experience of telephone work.

#### **Skills/Abilities**

- Adaptable and flexible can-do attitude.
- Able to take initiative and make decisions.
- Able to work independently.

- Able to inspire and win people over.
- Able to understand/sympathise with a variety of Christian denominations and streams within the UK.
- Able to be decisive, proactive and use initiative.
- Able to prioritise time, tasks and attention effectively.
- A calm, confident telephone manner that inspires confidence in others.
- Positive attitude.
- Ability to communicate clearly and sensitively including excellent listening and communication skills, both verbal and written.
- Strong IT skills, in particular Microsoft Office Systems and procedures, including Word, Excel, and Outlook.
- Excellent organisational skills.

All adults working in or on behalf of Kintsugi Hope are responsible for safeguarding and promoting the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which Kintsugi Hope services can be delivered
- Identifying children and adults where there may be safeguarding concerns
- Following the Kintsugi Hope Safeguarding policy in addressing any concerns appropriately

All Kintsugi Hope employees and contractors must have a satisfactory DBS check and comply with the Kintsugi Hope Safeguarding and Code of Conduct policy.

Updated: Jan 2026