



Community Project Lead

Reports to: Director of Operations

The part I play at Hopestead is to take a leading role in delivering our community projects. One of which is the Hope at Home service, which ensures that the people we support have access to the items they need to thrive in their home. I will be speaking to people over the phone, building rapport and capturing information and then supporting them to access essential items. I'll record and document everything accurately so we can report on our impact and social value, and I will be managing a project budget effectively. I will be responsible for capturing the feedback of the people we support so we can make sure our offer is the best it can be and I will work closely with the Project and Communications Lead to ensure the project impact is reported. I will also take a leading role on our other community projects, such as Building Hope, which works in partnership with other organisations to increase the number of bedspaces available for people experiencing homelessness and I will support with a lived experience project working to amplify the voices of people with lived experience of homelessness.

I will be creative, solutions focused and use my industry knowledge to build relationships with external stakeholders, identifying opportunities to expand partnerships that will benefit Hopestead and the people we support.

I'll be a team player first and foremost, helping where I'm needed across the other projects we run and making sure that I act as a positive ambassador for the work we do and the people we do it for, articulating our purpose and impact clearly.

My skills and experience include:

My skills and experience include:

Excellent communication skills, both written and verbal

I have industry knowledge of other support available for people and the ability to build relationships with external stakeholders

Excellent attention to detail- capturing and recording information accurately so we can report on our impact and manage a budget

I can work with empathy, delivering information in a way that people can understand

I can work with people on a 121 basis, with the ability to build rapport over the phone

Educated to GCSE standard or equivalent

The skills I will develop include:

Enhancing my communication and influencing skills.

I will also be supported to review processes and suggest new ways of working.