**Job Description**

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| **Job Title:**  |   |  Assistant Manager (Projects) |
| **Reports to:**  |  | Manager, Avondale House |
| **Job type:**  |  | Permanent  |

**Remuneration:** c £22,000 per annum

**Holidays:** 33 days includes bank holidays.

**Hours:** 37.5hrs per week

**Additional Hours:** Occasional out of hours, On-Call rota

**The Service**

Launchpad is a registered charity. Avondale House is one of two supported houses within Launchpad; it is a unique initiative benefitting homeless Veterans and their partners. Providing accommodation and support for up to 2 years helping Veterans make a successful transition into permanent housing and employment. Avondale House contains 32 self-contained, furnished flats in a safe and secure environment. It is in Byker, just East of Newcastle City Centre. Launchpad is of national importance, with Avondale House providing a local solution, working with local organisations to secure a stronger future for Veterans, reducing risk of homelessness and rough sleeping, dealing with housing, health and wellbeing, and training for employment. This is a permanent contract within a charity that is expanding its services.

**Role Overview**

The Assistant Manager (Projects) AM(P) will work with veterans, staff, volunteers and partner organisations to ensure that we plan and provide a smoothly run programme of activities, supporting veterans with mental health, substance misuse and social isolation issues. The occupant of the post will work with flexibility, creativity and collaboratively to expand the range of relevant activities for residents who require support with Motivation and Confidence, Health and Wellbeing, Training and Development, Employment and Accommodation. There are two main streams of the role by providing and encouraging participation in Diversionary Activities and developing, resourcing, managing and encouraging participation in Community Projects.

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| **Job Purpose** | The purpose of the AM(P) is to establish local community projects and diversionary projects for Launchpad’s veterans, which will support individuals and groups in the local community. The outcomes are as follows: * Increased motivation and confidence in the veterans, which helps them make a successful transition.
* A sense of teamwork among Launchpad’s veterans.
* Enhanced reputation of Launchpad.
* Benefit to individuals and groups in the community.

The AM(P) is expected to contribute (with guidance and training as necessary) in other areas of management of the Avondale House, as all do, including fundraising, guiding and mentoring residents, helping with administration, accounting and standing in for other members of staff when necessary.  |
| **Method** | The AM(P) will work with residents, staff, partner organisations and others, as necessary, to arrange weekly diversionary activities and monthly community projects. The priority is to do what is good for the veterans and is to do all he or she can to motivate residents to take part whenever possible. Evidence suggests residents benefit from both different types of activities. The AM(P) will have a set budget for activities, however where possible, the AM(P) is to execute activities for no cost, or to cover costs through a third party. The AM(P) is to ensure that the programme of diversionary activities and community projects fits the House programme and is aligned to the Launchpad and Manager’s intent and direction. In conjunction with other staff, the AM(P) will assist the residents in preparing Personal Action Plans based on the Outcomes Star Methodology that lead to employment; liaise with the other agencies in and around Newcastle to secure third-party expertise in welfare, health, training, employment and housing. In all activities, the AM(P) must support the Manager in engaging the veterans while representing the interests of Launchpad. The AM(P) must be perceived as balanced, fair and objective. To achieve this, he/she will possess strong leadership capabilities and an approachable personality, coupled with excellent communication skills.  |
| **Primary** **Responsibilities**   | Organise through self-help in Launchpad or with external organisations, a programme of diversionary activities, as follows:* Organise and execute an annual programme, consisting of internal and external activities with clear aims engaging at least 80% of residents per annum. The type and frequency of activities will be determined in conjunction with the Manager.
* Plan community projects and ensure they are resourced. This should include Launchpad veterans to be a part of the project, materials and equipment to deliver and liaise with community representatives to ensure the project is beneficial and won’t upset another element of the community.
* Ensure maximum positive PR is obtained from each project, including the encouragement of donations to Launchpad from all regional sources.
* Always support the Manager and be prepared to stand in for other staff when required.
* Upon completion of each project provide a comprehensive report, to the manager and trustees, be prepared to give briefs on the projects and assist the Manager in preparing management reports.
* Develop and manage Personal Action Plans with individual residents, including creating and maintaining personal records, creating and managing the residents’ Outcome Stars, in conjunction with other staff.
* Manage a case load of residents (6)
* Be a part of the “Staff On Call Rota”.
* Maintain detailed and auditable accounts with costs offset by contributions from elsewhere, eg BCT Community Fund or BLF.
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| **Essential Competencies**  | * Inclusive, encouraging leadership and motivational powers.
* Personable nature, with high quality oral and written communication skills.
* Motivated self-starter with enthusiasm to make a positive impact on, and help, veterans.
* Be able to work largely unsupervised.
* The ability to plan, prepare and execute complex plans to achieve successful outcomes for the residents and charity.
* Be methodical, accurate and have a thorough approach to work, with excellent attention to detail.
* The ability to influence and develop strong relationships with external organisations and residents to benefit all in Launchpad.
* Trustworthiness, fairness, honest and respect for others.
* Strong organisational skills.
* Supported Accommodation experience with complex needs.
* Demonstrate enthusiasm and patience when working with people.
* Experience in Lone Working.
* Understanding of mental health and organisations that provide support.
* Understanding and experience of the importance of maintaining the confidentiality of our veterans.
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| **Desirable Competencies** | * Awareness of general Health and Safety legislation.
* Understanding of mental health and organisations that provide support.
* Trained in Safeguarding.
* Competent IT skills, to include the internet, social media, Word and Excel.
* Full UK driving licence.
* Experience of producing PR.
* Experience of accounting.
* Understand the challenges ex-service personnel face when transitioning from military service to civilian life.
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| **Enhanced** **Disclosure and** **Barring**  | This role requires the post-holder to undertake an Enhanced Disclosure and Barring Service Check through the Home Office’s Disclosure and Barring Service. Information obtained as a result of the check that may adversely affect the post-holder’s ability to fulfil the role may result in termination of employment.  |

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| ***The above responsibilities are not exhaustive and are subject to revision in accordance with the needs of the charity to ensure an effective and efficient administrative function.***  |