

## JOB DESCRIPTION



<b>Position:</b>	Membership Manager
<b>Accountable to:</b>	Head of Engagement
<b>Responsible for:</b>	Cardboard Citizens Membership
<b>Terms:</b>	Permanent
<b>Salary:</b>	£30-35k (4/5 days per week)
<b>Hours:</b>	Full Time (37.5 hours)
	Note that Cardboard Citizens operate flexible working hours and hybrid working. Evening and weekend working is expected with time in lieu offered.
<b>Location:</b>	Cardboard Citizens, 77a Greenfield Road, London, E1 1EJ

## CARDBOARD CITIZENS

Cardboard Citizens creates work with and for people who experience homelessness, inequity, or poverty. We make theatre, art and training which challenges injustice and empowers individuals to make change for themselves, and in their communities. Our small team delivers life changing theatre and vocational theatre training, reaching over 7,000 people each year.

**We are looking for a new Membership Manager to join the team at Cardboard Citizens** to manage the processes for supporting wellbeing and progression for Cardboard Citizens' Members - people with lived experience of poverty or homelessness - engaging with Cardboard Citizens' theatre and arts activities. This role would be particularly well suited to someone working in the social sector who might like to move over to working directly in the arts.

Our pastoral support function has historically been called an Information, Advice and Guidance service, and was first established in 2006 specifically with a view to supporting people into general employability. Time and experience have enabled this area of work to evolve into a support service that prioritises wellbeing and / or progression, dependant on the circumstances of the individuals involved and what works best for them. On average, our programme engages 150 Members a year with a range of support needs including mental health challenges, housing insecurity and those in need of financial support. Through creative workshops and one to one support we have been able to support individuals into work, training or improve connections with welfare and support services.

We are in the process of redefining our wellbeing and progression offer to Members, in line with our new programme and as we emerge from the impacts of the pandemic.

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The key elements of the Membership offer include:

- Inductions and support planning
- Member involvement at Member Forums and through the Member Representative system
- Signposting and referrals to external support agencies or progression partners
- Undertaking internal progression opportunities including volunteering, training, employment, or accreditations

While processes are managed by the Membership Manager, delivery is shared across the team. Much of the work we do is about connecting people with the right specialist agency to support them. Work with Members is also supported by organisational policy and professional external guidance to ensure staff can feel supported to achieve in their roles as well as maintain their own wellbeing.

## **KEY OBJECTIVES OF THE POST**

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- To contribute to the strategy for engaging people with lived experience in our work and lead on management of a Membership programme and Wellbeing & Progression service for people experiencing poverty or homelessness
- To champion the needs and voices of Members across all activities
- To initiate and develop partnerships relating to Member wellbeing, referrals, and progression.

## **MAIN DUTIES**

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### ***Strategy and Planning***

- Work with the Head of Engagement to periodically review and develop the Membership programme and Wellbeing & Progression service for people experiencing poverty or homelessness with a view to increasing access, participation, and progression outcomes
- Develop and embed resources and materials to build and maintain clarity and effectiveness for this service, providing training and guidance to the team where needed
- Work with senior management to ensure relevant policies related to Member access and support are fit for purpose and provide training and guidance to the team where needed
- Oversee recruitment and supervision of Member volunteers and provide this directly where necessary.

### ***Delivery***

- Project manage the Membership programme including Member inductions, wellbeing support, progression opportunities, in-house accreditations, Member forum meetings, Board representatives, Member-led community workshops
- Work with Marketing Manager to establish a Member comms strategy to break down barriers to engagement and support Members to access CC activities through regular and consistent methods of communication (e.g., monthly Member e-news updates).
- Directly deliver wellbeing and progression support to a case load of Members
- Signpost Members to internal and external progression opportunities
- Ensure information held on current Members is held securely and kept up to date
- Coordinate information sharing processes for key Member issues and challenges with relevant staff
- To provide general support for workshops, organisation activities, events, and performances
- To manage the working budget for Membership.

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### ***Impact and Evaluation***

- To work with the Head of Engagement to develop and deliver appropriate evaluation systems specifically for Member support and progression
- To monitor and identify trends and complexity in Member presenting issues, such as housing and mental health issues and provide recommendation as to how the programme could respond
- To produce reports as and when required including feeding into funding applications and managing deadlines.

### ***Organisation***

- To take an active role in supporting equality and diversity goals for the organisation
- To take an active role in supporting the organisation's environmental goals
- To actively work within the company's policies and procedures
- To undertake any other duty which may reasonably be allocated by the Head of Engagement.

## **PERSON SPECIFICATION**

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### ***Essential:***

- Proven experience in wellbeing and progression support with demonstrable capacity for supporting people to overcome barriers to progression
- Experience of working with people from disadvantaged backgrounds, as well as people who have with experience of trauma and/or mental health challenges
- Strong project management skills and the ability to deliver against aims and outcomes
- Knowledge of safeguarding in a participatory setting and how to share information appropriately
- Proven ability to confidently assess and manage risk
- Understanding of referral opportunities and networks available for people with experience of homelessness or poverty
- Strong working knowledge of the benefits system and process around job seeking
- An awareness of and interest in the positive impact of arts and creativity on wellbeing and personal growth
- Experience of advocating on behalf of others to achieve a positive outcome
- Experience of managing databases and information storage systems
- Knowledge of strengths-based working and experience of applying this in your work
- An Enhanced DBS for child and adult working or a willingness to undertake one.

### ***Desirable:***

- Working knowledge of the arts and creative sectors: an understanding of progression pathways and the barriers that some individuals face in accessing these
- Experience of working with young people aged 16 – 25 years
- Experience of coaching or mentoring approaches
- Experience of advocacy models to broaden representation and involvement, such as co-production, experts by experience or peer involvement.

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### ADDITIONAL INFORMATION

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Cardboard Citizens is keen to offer its employees progression and training opportunities as part of their employment. All staff work in a flexible manner compatible with their jobs and in line with the company's policies, procedures, and objectives. All job descriptions are subject to review and amendment, in consultation with the employee.

#### Equal Opportunities

We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and influence and develop our working practice. By taking positive action around diversity (as permitted in the Equality Act 2010), **we will guarantee interviews to eligible candidates who meet the 'Essential Criteria' laid out above, and self-identify with any of the following groups** that we have identified as underrepresented in our workforce and the wider cultural sector:

- People of African or Caribbean, South Asian, East and Southeast Asian, or mixed heritage, or part of the Global Majority\*
- Candidates with lived experience of homelessness and/or poverty (including those at risk of homelessness)
- Deaf and/or disabled candidates
- Neurodivergent candidates
- LGBTQIA+ candidates

\*This includes but is not exclusive to people of Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage.

#### Additional Terms and Conditions of the role:

- Holiday: 25 days plus statutory public holidays
- Probationary Period: 6 months
- Notice Period: 1 week during probation and 3 months thereafter
- Pension: Cardboard Citizens complies with the employer pension duties concerning pensions auto-enrolment in accordance with Part 1 of the Pensions Act 2008. As a result, you will be automatically enrolled into the designated Stakeholder Pension Scheme. If you do not decide to opt-out of auto-enrolment, you will be required to make pension contributions at the level set out in the relevant legislation and you agree to the Employer deducting such contributions from your salary each month.

#### How to apply

To apply for the position of Membership Manager at Cardboard Citizens please go to <https://cardboardcitizens.livevacancies.co.uk/> and complete our online application form by 10am on Monday 24th October 2022.

We would like you to feel comfortable and well supported throughout this process so please do let us know if you any specific requirements to support your application by emailing the recruitment manager at [jess@cardboardcitizens.org.uk](mailto:jess@cardboardcitizens.org.uk)