



Social Enterprise Paid Internship Recruitment Pack

Closing date for applications 27 January 2019

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Cambridge House

Paid Internship Programme 2019-2020

Cambridge House is offering a 12-month fulltime paid internship for high achieving graduates and post graduates who wish to pursue a career in the charity and social enterprise sectors.

Our internships include training and could lead to permanent paid positions.

Candidates must be highly proactive, creative and enthusiastic individuals willing to take on a variety of tasks in a collaborative manner.

The Intern will be paid the London Living Wage which is currently £19,201 per annum pro rata.

Closing date for applications: **27 January 2019**

Welcome

I am delighted that you are considering joining the team at Cambridge House. This recruitment pack includes some information about this internship and our organisation that I hope you will find useful.

Our vision

We pursue a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

Our history

As one of the UK's pioneering university settlements, Cambridge House was founded to promote social justice in South London's 19th century 'slum' neighbourhoods. In 1889 we began working at a 'grass roots' level to empower local people to tackle the social problems created by urbanisation and industrialisation. Established in 1893, the Law Centre is one of the oldest free legal advice services in the UK.

The ideological principles driving the work of the settlement movement contributed to the 1906 Liberal welfare reforms and the creation of the 20th century's welfare state.

Today the welfare state is retracting and the financial restrictions arising from welfare reforms are disproportionately affecting the communities in which Cambridge House works. These neighbourhoods include a high proportion of wards which are in the most deprived 5 to 20 per cent nationally.

The 21st century context for our work

As austerity measures and far-reaching welfare reforms come into full effect we are driven to address their combined effects on existing levels of poverty and the equity and cohesion of society.

Against the backdrop of diminishing levels of social security, we are seeing poverty in our communities increase most drastically because of complex, cumulative and varied combinations of need. This context requires us to invest in:

- i) Our communities by providing targeted support and advice to those most adversely affected: individuals and families facing a build-up of problems across several aspects of their lives.
- ii) Systems changing activities that increase society's capacity to tackle poverty and social injustice.

In 2017/18 we provided services to 187,000 people across the following portfolio:

i) **Social Justice Services**

▪ **Law Centre**

Free, independent and expert legal services in housing, employment and welfare benefits. We also undertake public law challenges within welfare benefits and or housing law issues.

▪ **Independent Advocacy**

Care Act, NHS Health Complaints, Mental Health (IMHA) Mental Capacity (IMCA) and independent professional and community advocacy for adults and children.

▪ **Safer Renting**

Specialist advice, support and advocacy for vulnerable tenants of criminal landlords.

ii) **Education and Inclusion Services**

▪ **Youth Empowerment**

Medium to long-term, intensive and wrap-around schemes for excluded 16 to 25-year olds.

▪ **Disabled Peoples' Empowerment**

Arts, sports, life skills and wellbeing clubs for disabled children and adults.

iii) **Our people's social action centre**

We manage our building as a community anchor so that it is a focal point for local communities and civic activity, a home for voluntary and community organisations, and a space where local people and statutory agencies can come together to promote and bring about positive social change.

iv) **Research and knowledge exchange projects**

We organise activities that generate and collate evidence of what delivery strategies are most effective at tackling poverty and social exclusion at a local level and establish opportunities for evidence sharing and knowledge exchange.

As a member of Cambridge House's Business Development team, this role contributes to the fundraising and communication activities of the team, with a focus on the expansion of our community anchor facilities.

An internship at Cambridge House offers you the opportunity to:

- i) Gain valuable and structured work-based knowledge, insight and experience in a supportive, diverse and professional third sector environment.
- ii) Receive professional training and support.
- iii) Develop marketable job skills which are transferable to other jobs and sectors
- iv) Examine, explore and clarify your career goals and options.
- v) Test your personal aptitudes, abilities, and interests in relation to your career choices.
- vi) Develop references and professional contacts.
- vii) Potentially progress into permanent employment at Cambridge House.

As an organisation we are particularly keen to ensure that our staff reflect the diverse nature of the community in which we work. We value diversity and warmly welcome applications from disabled people, the LGBTQ communities and people from ethnic minority backgrounds.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and believe that you can contribute to our business development, we welcome an application from you. For more information about Cambridge House, please visit our website www.ch1889.org.

Yours sincerely



Karin Woodley
Chief Executive

Job Description and Person Specification

Job title:	Social Enterprise Intern
Responsible to:	Chief Executive
Location:	Cambridge House
Salary:	London Living Wage (£19,201 per annum as at 12 2018)
Contract:	12 months
Working Hours:	35 hours per week
DBS:	Enhanced

1. Job Purpose and Objectives

As a member of the Business Development team, the purpose of this role is to:

- a) Support the organisation's income generating, fundraising and communication activities.
- b) Drive improvement in the the performance, reach and impact of our office rental and venue hire facilities.

2. Main Duties and Responsibilities

- a) Develop and maintain our business intelligence, particularly the needs and characteristics of existing and potential users and customers.
- b) Carry out and act upon market research analysing competitors, identifying potential underuse by certain demographics and developing new means by which to raise income through our building.
- c) Research and implement improvements to our social enterprise processes, including reviews of our booking and quality assurance systems.
- d) Drive active marketing of our venue hire services, creating engaging multi-media content and developing targeted client relationships.
- e) Develop and maintain Cambridge House's social media presence.
- f) Ensure routine collection and analysis of feedback to form an evolving understanding of our social enterprise's impact and social value.
- g) Foster close, positive partnerships with actual and potential users.
- h) Support the Business Development Team in other activities, including writing bids and service development, when required.

3. General Responsibilities

- a) To keep abreast of the overall work of Cambridge House.
- b) To participate in regular supervision and annual appraisal, and to be committed to own professional development.
- c) To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making as necessary.
- d) To comply with all of Cambridge House's governance policies and procedures.
- e) To carry out any other duties commensurate with the role.
- f) To work occasional unsociable hours (evenings and weekends)
- g) Travel across, and on occasions, outside of London.

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person Specification	Essential	Desirable
Qualifications and training	<ol style="list-style-type: none"> Undergraduate degree at 2.1 or above 	<ol style="list-style-type: none"> Masters degree or PhD in a relevant discipline
Knowledge and experience	<ol style="list-style-type: none"> Digital communications experience Experience of working pro-actively and with minimal instruction Research experience Excellent working knowledge and comprehension of written English, including grammar Demonstrable proficiency in use of Microsoft Office including PowerPoint (intermediate), Excel (advanced) and Word (advanced) Demonstrable proficiency in use of graphic design software, including Photoshop (Intermediate) Experience of successfully completing tasks in a fast-paced environment and to deadlines 	<ol style="list-style-type: none"> Working in a charity/not for profit organisation Marketing and communications Publishing to digital platforms Website and online strategy development Content management systems, specifically Wordpress Copywriting and editing Working in a small team
Skills, abilities and competencies	<ol style="list-style-type: none"> Confident and adept communicator with strong interpersonal and presentation skills Ability to apply intellectual rigor and understanding, analyse, interpret, explain and summarise complex data and issues in a logical manner Ability to react appropriately to short and long-term issues and to be decisive. Excellent writing, proof reading and editing skills in English Excellent numerical ability Ability to prioritise conflicting tasks and manage a challenging workload 	<ol style="list-style-type: none"> Financial analysis skills Ability to work flexible hours, including evenings and weekends
Personal Attributes	<ol style="list-style-type: none"> Self-motivated: always looking to develop themselves and the service. Honesty, reliability and excellent time-keeping Loyalty and a commitment to Cambridge House's work Positive, enthusiastic and friendly attitude Problem solving and 'can-do' approach Listening skills Flexible, motivated and adaptable to change Discretion Customer-focused Team-player 	

How to Apply

1. A short evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
2. Your **Curriculum Vitae** with:
 - i) Education and professional qualifications.
 - ii) Full employment history, giving details where applicable of budgets and numbers of people managed as well as relevant achievements in recent posts.
 - iii) Details of your latest remuneration and your notice period.
3. The names, positions, organisations and contact details of **two referees**:
 - i) Your referees must include employers covering the last five years of your employment history.
 - ii) References will only be taken once your express permission has been granted.
4. A completed **Equal Opportunities Monitoring Form** (attached)
 - i) The information provided will be treated as confidential and used for statistical purposes only.
 - ii) The form will not be treated as part of your application.
5. We request that you inform us if you will require any special provision because of a disability should you be called for interview.
6. Email, mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the interview timetable.

Recruitment Timetable	
Closing Date for applications	Sunday 27 January 2019
Interviews	Friday 1 February 2019
The interview dates may be subject to change and candidates will be advised in advance should this happen	

Please email completed applications on or before midnight on 27 January 2019 to:
Chris Fairley: cfairley@ch1889.org

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.

Please note that we only provide feedback to shortlisted candidates.