

Team Leader x 2 Recruitment Pack

Closing date for applications 11:59 on Sunday, 3rd March 2024

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Welcome

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

With a dedicated and innovative team, tackling poverty, social inequity and social injustice has been our mission at Cambridge House since 1889. We work to tackle social exclusion and enable people to transition out of crisis and progress towards independence.

Our vision is of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives. Our activities are split into two areas - frontline services to support people to stabilise their lives and progress; and a research and knowledge exchange to support the development of the most effective social policy and practice.

Law Centre

Free, independent, and expert legal services in housing, employment, discrimination and welfare benefits law alongside crisis mitigation support.

Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

Youth Empowerment

Investing in young people so they thrive as adults.

Disabled Peoples' Empowerment

Supporting disabled children and adults to take control of their own lives and futures.

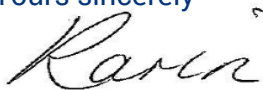
Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly welcome applications from disabled people, the LGBTQ+ communities, people from Black, Asian, and ethnic minority backgrounds and candidates who shared lived experience with our service users.

If you would like to be part of this very special organisation and believe that you can contribute to our mission, we welcome an application from you. For more information about us, please visit our website www.ch1889.org.

Yours sincerely



Karin Woodley CBE
Chief Executive

Our Safer Renting Service

Our Mission and Values

Safer Renting fights to strengthen the rights and provide access to justice for people exploited by criminal landlords. We aim to make private renting safe for all.

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

Context /Background

The Private Rented Sector (PRS) accounts for 27% of all households in London (2019), the highest share since the 1970s and a higher proportion than households in social housing (23% in 2019). Affordability of private renting has deteriorated sharply as has the quality and standards of rented spaces. The average space per person in the PRS has dropped from 31m² to 25m² in 2019.

The PRS reflects the massive inequalities in London's distribution of income and wealth. A small minority of renters enjoy new luxury developments while large numbers of low-income households pay high rents for sub-standard housing. This end of the market has some of the worst conditions in London with severe overcrowding and insecure or no tenancies with often inadequate and shared essential amenities. Landlords exploit the desperation of renters, often splitting family homes into houses in multiple occupation without even meeting the legal required standards.

The PRS market is rife with illegal eviction and our research shows that homelessness has risen by 40%.

The government's 2016 manifesto pledged reform, with the promise of a Renters' Reform Bill. It specifically promised abolition of Section 21, so-called 'no fault' evictions but progress has been extremely slow.

Our Approach

Safer Renting is at the frontline of combating this illegal behaviour by working closely with local authorities, statutory bodies, charitable funders and academic institutions to:

- Support and advocate for tenants in the 'shadow' private rented sector
- Produce awarding winning research to influence government and social policy
- Provide training and forums for other professionals on best practice

During a turbulent period for the charitable sector, Safer Renting has attracted unprecedented external funding and support from a diverse range of charitable funders and new partnerships who understand the current challenges and think Safer Renting is best placed to combat them.

We now need a range of committed and motivated individuals to continue delivering our mission.

Why work for Cambridge House?

As a member of our team you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- Share lived experiences with our service users
 - 100% of the leadership team
 - 80% of our heads of services
 - 75% of staff
 - 33% of trustees
- Are from Black Asian and ethnically minoritised communities
 - 100% of the leadership team
 - 20% of our heads of services
 - 51% of staff
 - 33% of trustees
- Are women
 - 100% of the leadership team
 - 80% of our heads of services
 - 63% of staff
 - 50% of trustees
- Are disabled, neurodiverse and/or live with a mental or physical health condition
 - 100% of the leadership team
 - 80% of our heads of services
 - 39% of staff
 - 25% of trustees
- Are from LGBTQIA+ communities
 - 20% of our heads of services
 - 27% of staff

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration offer includes:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid working
- Flexible working
- Pension scheme
- Interest free staff loans for:
 - Season tickets
 - Bicycle purchasing
 - Tenancy deposits
 - Nursery deposits
 - Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits

Job Description

Job title:	Team Leader
Reports to:	Deputy Head of Service
Responsible for:	Up to 4 caseworkers/interns/advocates
Contract:	Permanent
Location:	Hybrid: Cambridge House offices and homeworking
Salary:	£28,000- £30,000 per annum (depending on experience)
Working hours:	35 (FT) hours per week (Monday to Friday)
Holiday:	30 days per annum pro rata
Special conditions:	<ul style="list-style-type: none">- Enhanced DBS check- Flexible remote and office working arrangements by agreement- Occasional evening and weekend work

Job Purpose

As a member of Cambridge House's Safer Renting Team, led by the Head of Service, this role:

- i) Provides supervision, support and performance management of a small team of private tenancy rights caseworkers, ensuring equitable and manageable sharing of caseload and compliance with Cambridge House's policies
- ii) Encourages and supports user involvement and private tenants' voice generally in our service development
- iii) Represents Safer Renting to and manage relationships with an agreed group of local authorities
- iv) Ensures compliance with Safer Renting's AQS accreditation and the requirements of funders and commissioners

Key Duties

1. Managing the team

- a) Plan the work of the team and assess training and development needs
- b) Motivate the team to deliver the service to agreed standards, carrying out regular supervisions, appraisals and periodic team meetings
- c) Monitor and record team performance metrics
- d) Resolve any performance deficits
- e) Use casework management tools to ensure service and casework management protocols (set out in the Policy and Procedure and Quality Assurance Handbook) are followed by all team members
- f) Compile key performance indicators
- g) Maintain quality assurance data and accreditation evidence

2. Share our learning on effective casework approaches

- a) Contributing to the wider team development
- b) Motivate the team to deliver the service to agreed standards

3. Influence policy and practice

- a) Actively supporting research initiatives, analysing our casework data, improving understanding of the lower end of the private rented market in London
 - b) Representing Safer Renting at external events including policy and practice discussions
4. Keep up to date at all times with developments in or affecting tenancy rights, housing law and its enforcement

General Responsibilities

1. To keep abreast of the overall work of Cambridge House.
2. To be self-servicing and competent in the use of IT software.
3. To participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
4. To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making, as necessary.
5. To comply with all of Cambridge House's corporate policies and procedures.
6. To carry out any other duties commensurate with the role.
7. To work occasional unsociable hours (evenings and weekends).
8. 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

Criteria	Essential	Desirable
Qualifications and training		<ol style="list-style-type: none"> Degree in Law or relevant subject Staff supervision
Knowledge and experience	<ol style="list-style-type: none"> A minimum of 12 month's experience of staff supervision, development and performance management Relevant service specific knowledge including up-to-date general knowledge of the legislative framework for landlord/tenant and housing law Understanding of the inclusion agenda and its relevance within a diverse society Experience of working in voluntary, public and/or charity sectors Experience of partnership working, including with other agencies and a diverse range of cross-sector partners in multiple locations Experience of collating, analysing and reporting data Working with confidential and sensitive issues, including complaints procedures Excellent working knowledge and comprehension of written English, including grammar, copy writing and editing. Proficiency in use of Microsoft Office including Word Excel and PowerPoint, gained over a minimum of 2 years Experience of successfully completing tasks in a fast-paced environment and to deadlines. Experience of working pro-actively and with minimal instruction. 	<ol style="list-style-type: none"> Experience of statutory enforcement in the housing sector Experience of acting as a representative and ambassador of the organisation externally including media handling Financial management including budgeting and budget management Understanding of academic research methodology
Skills, abilities, and competencies	<ol style="list-style-type: none"> Ability to react appropriately to short and long-term issues and to be decisive. Ability to prioritise conflicting tasks and manage a challenging workload. Confident and adept communicator with strong interpersonal and presentation skills. Ability to work flexible hours, including evenings and weekends. An ability to liaise and negotiate sensitively, tactfully and diplomatically at all levels with officers of statutory agencies, voluntary organisations and service users An ability to motivate staff to achieve objectives Ability to write, implement and deliver work plans Ability to handle multiple tasks simultaneously in a fast-paced environment, set priorities, work independently and in a team environment Excellent written and oral communications skills, demonstrating the ability to work effectively with a variety of people including staff, vulnerable customers, visiting and resident professionals, public and civil servants and the general public Strong organisational skills and attention to detail Strong interpersonal skills at all levels, emotional intelligence, to manage conflict positively and an ability to create a positive and professional working environment Ability to adapt to change and respond positively to new challenges 	<ol style="list-style-type: none"> Additional languages
Personal Attributes	<ol style="list-style-type: none"> Honesty, reliability, and excellent timekeeping. 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. Inclusive team-player. 	

How to Apply

1. Please provide:
 - a) An 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.
 - b) Your **Curriculum Vitae** with your:
 - i) Full address, email, mobile, work and home telephone numbers.
 - ii) Education and professional qualifications.
 - iii) Full employment history.
 - iv) Details of your latest salary and your notice period.
 - c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
2. A completed **Equal Opportunities Monitoring Form**

The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
3. A completed **Criminal Records Declaration Form**

The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
Closing Date for applications	11:59 on Sunday, 3rd March 2024
Interviews	Week commencing 11th March 2024
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

Please email completed applications by midnight on 3rd March 2024 to: recruitment@ch1889.org

Applications MUST include all of the following 5 documents:

1. Supporting Statement
2. CV
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form

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.