



SOCIAL ENTERPRISE CO-ORDINATOR

Application Pack

BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

CONTENTS

THE MARYLEBONE PROJECT	3
THE ROLE OF SOCIAL ENTERPRISE CO-ORDINATOR	5
JOB DESCRIPTION	8
ROLE REQUIREMENTS	12
OUTLINE TERMS AND CONDITIONS	16
WHAT MAKES US CHURCH ARMY	17
APPLICATION PROCESS	19



THE MARYLEBONE PROJECT

The Marylebone Project provides a life-changing service for homeless women and is the largest and longest-running centre of its kind in London and the UK with over 90 years of experience supporting vulnerable homeless women in crisis. It is a registered social landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of services in the UK for women experiencing homelessness. We are proud to provide 112 long- and short-term beds to homeless women as well as safety and support 24/7, 365 through 'The Sanctuary' - our newly refurbished drop-in facility. We deliver education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Whatever stage of their journey, we can provide training opportunities, including through our Social Enterprises, and all of what we do is shaped by and focussed on the women in order to support and empower them to independent living.



Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

Hospitality - that all are welcomed

Empowerment - equipping women to make informed choices

Resettlement - encouraging and supporting women towards independent living

Spirituality - that God loves each person regardless

The Marylebone Project is led by our General Manager, Phillippa Middleton, and our Senior Homeless Manager, Sue Way, who also oversees our youth homelessness project in Cardiff. We currently employ around 50 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a partly commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House, proudly offering our services 24-7 365.

Find out more about the work of the Marylebone Project and hear from our staff and inspirational women by listening to the BBC Five Live broadcast from the Marylebone Project [here](#).

"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."

Ellie Goulding, Patron





ROLE OF SOCIAL ENTERPRISE CO-ORDINATOR

Made in Marylebone is a social enterprise consisting of two strands: Space in Marylebone and Munch in Marylebone. It is part of the Marylebone Project, a charity which empowers homeless women towards independent living. All profits are directed back into the charity.



Space in Marylebone offers meeting venues to corporates, charities and partners, based within Elgood House, one of our Project buildings.



Munch in Marylebone provides a catering service to our in-house Space customers and externally to our partners and for events in London. The inspiring service users of the Marylebone Project work with Munch in Marylebone, which provides them with catering, hospitality, teamwork, marketing and promotion skills.

We are looking for a dynamic, vibrant and enthusiastic co-ordinator to join our team. If this sounds like you, then read on...

At the Marylebone Project, unconditional welcome and warmth is at the heart of what we do. We are looking for a positive person with a great friendly, can-do attitude, who is passionate in ensuring that our Social Enterprises flourish and grow, offering life enhancing opportunities for our women, and serve the wider community.

As the first point of interaction, whether in person, on email or on the telephone, this role is one of the most important within our Project, in demonstrating our values and culture impeccably.

This exciting but highly responsible role is key to ensuring that our Social Enterprise are sustainable and inclusive, dynamic, innovative and creative. The role holder will be

required to deliver a professional, friendly, efficient and welcoming service to stakeholders and customers. The post holder must be one energised by being busy, finding solutions and communicating with others. This role sits within our Social Enterprise Team, who provide life changing opportunities for our women and deliver outstanding services to our community.

In this role you will lead the day-to-day administration of Made in Marylebone, including managing bookings, creating and developing promotional materials, marketing the service, and analysing the results of implemented strategies. You will also innovate new partnerships and ways of building the social enterprise business of Munch and Space.

Teamwork is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

Miriam Kennedy, Centre Manager.



JOB DESCRIPTION

Job Title:	Social Enterprise Co-ordinator
Location:	Marylebone Project, Westminster London
Responsible To:	Centre Manager
Relating To:	Social Enterprise
Purpose:	Provide a lead in the day-to-day administration and co-ordination of the day to day running of the social enterprise arm of the Marylebone Project.
Objectives:	<ol style="list-style-type: none"> 1. Manage all bookings and customers related to the social enterprise arm of The Marylebone Project. 2. Actively market Made in Marylebone and develop and maintain promotional materials. 3. Work to ensure high level of professionalism and customer service. 4. Initiate business strategies and positive ways of promoting the Social Enterprise work. 5. Assist in monitoring and evaluating the results of implemented strategies. 6. Work with volunteers, customers and partnerships.

RESPONSIBILITIES AND KEY TASKS:

- 1. Manage all bookings and customers related to Made in Marylebone.**
 - 1.1 Manage the complete customer experience from point of enquiry through to feedback following an event.
 - 1.2 Work with colleagues and other departments to ensure highest standard of customer service are maintained.

- 1.3 Communicate effectively with customers, volunteers and colleagues.
- 1.4 Prepare and produce invoices.
- 1.5 Consistently strive to gain feedback and improve customer experiences.
- 1.6 Maintain a high standard of customer service.
- 1.7 Manage the booking systems and ensure that Munch and Space enquiries are held in balance with each other.
- 1.8 Manage and maintain effective and accurate business records and databases.
- 1.9 Stocktake and identify maintenance issues within the function rooms as required.
- 1.10 Be responsible for maintaining cleanliness and provisions for Space and Munch in Marylebone.
- 1.11 Work effectively in partnership with third party booking organisations.
- 1.12 Undertake all aspects of the payment process and provide follow up action as needed.

2. Actively market Made in Marylebone and develop and maintain promotional materials.

- 2.1 Work with colleagues around implementing strategies and marketing approaches to maximise business.
- 2.2 Assist in increasing the customer base and diversification of income streams by:
 - the cross selling of in-house Munch in Marylebone catering service
 - using existing customers to generate repeat business
 - identifying new customers for new business
 - use of social media and updating venue profiles
- 2.3 Liaise with external agencies to create marketing and communications opportunities as directed by the Centre Manager.
- 2.4 Continuously strive to upgrade promotional and marketing strategies and materials, working in partnership with colleagues.
- 2.5 Present and provide high levels of customer service to enhance service quality.
- 2.6 Be responsible for the creation, and publishing of all content on our Websites and social media platforms.

3. Work to ensure high level of professionalism and customer service.

- 3.1 Respond and relate appropriately and in a timely manner.
- 3.2 Use a diverse range of communication methods according to customer preference and need and be sensitive and alert to these.
- 3.3 Provide front of house reception duties to Social Enterprise customers, redirecting resident enquiries to the Resettlement Team.
- 3.4 Ensure all communication is followed up in writing, with high levels of clear grammatical and written English.
- 3.5 Ensure all meetings rooms are set up, tidied and cleaned prior to customers' arrival, including set up of refreshments, in partnership with the Housekeeping Team.

- 3.6 Ensure the smooth running of customers' events on the day of booking (e.g. refreshments and coffee refills throughout the day).
 - 3.7 Work with the Catering Co-ordinator to ensure that the food provided is served at the appropriate times.
 - 3.8 Ensure all equipment defects and technology issues are reported and fixed in a timely manner.
 - 3.9 Ensure that facilities are kept to a good standard and are refreshed regularly.
- 4. Assist in monitoring and evaluating the results of implemented strategies.**
- 4.1 Ensure that service evaluation forms are provided to customers and returned.
 - 4.2 Assist in assessing the results of the service evaluation forms.
 - 4.3 Assist the Centre Manager in adapting and developing the service in line with customer demand based on service evaluation feedback.
 - 4.4 Assist in the monitoring of income and expenditure for Space in Marylebone as directed by the Centre Manager.
 - 4.5 Assist in monitoring and evaluating the implemented strategies and plans and refining the strategies and plans as directed by the Centre Manager.
 - 4.6 Produce accurate financial and monitoring records, maintaining all databases as required.
- 5. Work with volunteers.**
- 5.1 Work in partnership with all volunteers for Made in Marylebone.
 - 5.2 Work in partnership with the Time for God volunteer in delivering the customer service for Made in Marylebone.
 - 5.3 Work in partnership with Centre staff in developing volunteering opportunities for women within Space in Marylebone.
 - 5.4 Work with the Catering Co-ordinator to promote and encourage service user involvement in Munch in Marylebone.
 - 5.5 Support and guide Marylebone resident volunteers in developing their customer service and hospitality skills.
 - 5.6 Support the catering coordinator with preparing Munch Lunch orders when necessary.

General:

- Provide progress reports, KPIs and updates as required.
- Undertake any such duties as are commensurate with the post at the direction of the Centre Manager or their delegate / senior.
- Be active as a member of the team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- Attend an annual appraisal and regular one to one supervision with your line manager.

- Undertake any training as required for the role as identified in an appraisal or supervision.
- Adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army and serve as an exemplary representative of the organisation at all times.

TRAINING

As a responsible employer we know the value of continuing professional development and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1's with your line manager and all the support that comes from being part of a national charity.





ROLE REQUIREMENTS

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below. All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

ESSENTIAL	DESIRABLE
Knowledge, qualifications and understanding	
Proven practical experience in the hospitality industry.	A good working knowledge of vulnerable and marginalised groups, preferably women, and to have experience of effecting good practice
An up-to-date knowledge of the relevant food health and safety regulations.	An up to date understanding of trends and developments within the hospitality sector and ability to adapt to those changes.
An understanding of general admin, and finance, policies and procedures.	
Experience	
	Experience of working in a social enterprise.
	Experience of working in an environment with vulnerable women who have been affected by homelessness.
	Experience working in a business/charity context
Skills	
Proven communication skills in liaising with service users, customers, colleagues and agencies.	Evidence of previously monitoring and improving quality standards within the hospitality sector.
Good organisational skills and the ability to work under pressure.	
Proven administrative and financial skills.	
The ability to be a strategic and creative thinker.	

The ability to manage our website content. Ensuring that the relevant information is uploaded and edited in a timely manner.	
The ability to oversee our social media management by developing a strategy and producing high quality and regular content that showcases the work of our Enterprises.	
Attributes	
A strong team player who has the ability to work with and teach volunteers.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds.	
In sympathy with the values and ethos of the Marylebone Project and the Church Army.	
Passionate about serving others and a strong work ethic.	
Commitment to great service.	
Willingness to work unsocial hours including weekends and evenings as required.	

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army & the Marylebone Project and be willing to represent the organisation to various stakeholders.

Marylebone Project



Please keep your belongings with you at all times. Any items left in the Day Centre will be disposed of by staff.



OUTLINE TERMS AND CONDITIONS

Salary	£27,885 per annum.
Location	Marylebone Project, London
Hours	40 hours per week, Monday to Friday. Ordinarily 8:30am to 5:00pm, unless business requires otherwise (time off in lieu would be given).
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you if you are eligible.
Annual Leave	28 days per year, inclusive of bank holidays. Rising 1 day per year of service to a maximum of 33 days, including 8 bank holidays.
DBS	This post is not subject to an enhanced DBS check, but you may be asked to complete a basic DBS check. All employees are expected to read and comply with Church Army's Safer Ministry Policy.
Probation Period	3 months
Contract Type	One year contract
Notice Period	4 weeks
Occupational Requirement	*Position is exempt under the Equality Act 2010, Schedule 9, Part 1. *Female Only Physical requirement: The Marylebone Project has up to 7 floors across two sites, 100 m apart, and the job regularly involves walking throughout and between both sites. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.

WHAT MAKES US CHURCH ARMY

Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

Our Values

Everything we do is underpinned by our GRACEUP values:



Generous - We believe God is generous and we want to model that generosity to others.



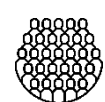
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



Accountable - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



Collaborative - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



Expectant - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



Unconditional - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



Prayerful - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.



Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.org.uk and from the advert for this post.

For more information about the role, please contact Miriam Kennedy on miriam.kennedy@churcharmy.org

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: recruitment@churcharmy.org

Deadline: 13th January 2025

Interview date: We will be conducting active interviewing, so interview dates will vary from the first week of the advert to two weeks after it closes. The position will be offered to the first applicant who demonstrates an aptitude for the position, therefore the position may be filled earlier than the closing date of the advertisement.

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Two satisfactory references
- Successful completion of a probationary period

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about the Marylebone Project please visit:

www.maryleboneproject.org and to find out about our parent organisation Church Army please visit: www.churcharmy.org