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**Head of Community Development and Empowerment**

**Thank you for your interest in working with Gendered Intelligence (GI)**

We are looking for an experienced manager delivering community-based well-being services to join our Youth and Communities Services team in this newly created role. The successful candidate will be:

The successful candidate will:

* be experienced in delivering services with a community-minded approach
* demonstrate their ability to empower a team to be creative and innovative with their ideas
* come with astute business skills in managing requirements to deliver high quality services and projects
* be an excellent self-organiser and communicator

Our Head of Community Development and Empowerment will oversee the existing and growing Support Line Service and, in time, further develop our Special Projects and Adult Well-being work. You will work in conjunction with the Head of Youth and Families Work and under the direction of the Director of YCS to play a crucial role in the formation and consolidation of this new department. The work at GI in YCS is evolving and presents a range of exciting opportunities and challenges.

You will become part of a positive and supportive team, delivering high quality sessions and an excellent all-round client-centred service. Whilst the majority of staff are trans[[1]](#footnote-1)-identified, we welcome cis allies at all levels, and have a number of cis people working for us.

This pack contains information to help you decide if you would like this job; and tells you what to do if you decide you want to apply.

## Want to learn more before applying?

We hope this recruitment pack will provide all the information you need to decide if you want to apply for this job. But we’re aware that people may have different needs or additional queries, and we want to support all potential applicants. Therefore, as part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering additional information via two routes:

**Option A:** Contact Finn Greig, Director of Youth and Communities Services, directly via [finn.greig@genderedintelligence.co.uk](mailto:finn.greig@genderedintelligence.co.uk).

Please note that Finn will be on the Interview Panel.

**Option B:** Contact [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) for anonymous support. As well as responding to any general queries about the process, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 online sessions will take place on **Monday 25th April between 10-11am** and will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process. The sessions will provide the opportunity for potential applicants to ask any questions they have about the process, or about how to complete or what to include on the application form. We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine and/or people of colour to apply for a slot. Please email by 1pm Thursday 21st April if you would like to take advantage of this offer.

**What is in this pack:**

1. Diversity information
2. Recruitment process and timeline
3. Organisational context
4. Role overview
5. GI Ethos and approach
6. Job description
7. Person specification
8. Additional information

Separate documents:

1. Application form
2. Diversity Monitoring Form

# Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a more diverse workforce. We welcome applications from people of diverse backgrounds, abilities and gender identities. For this role we are looking for a trans person and, in particular, welcome trans-feminine spectrum people and people of colour to apply.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

# Recruitment Process & Timeline

Please read the background and overview information about the role provided above, then the job description and the person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **9am Friday 6th May**

Shortlisted applicants will be informed by: **end of the day Friday 6th May**

Interviews are expected to take place on **Friday 13th May** if you are not available on this day please let us know this when you apply.

All job offers are made subject to references.

# Organisational context

## The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender!

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services**  
  Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Services**   
  Services and projects that work with young trans people and trans adults - including non binary, gender diverse and gender questioning people - to support well-being and enable our community to thrive
* **Public Engagement and Central Support Services**  
  Work with public policy and decision makers, the media, researchers and academics as well as the general public and major institutions to raise awareness;   
  All internal support functions such as finance, HR, office management and IT

## The Department

GI’s Youth and Communities Services is established, varied and innovative. Our work in this department extends across the UK, through our Support Line, online youth work, email and phone support to families and young people, as well as our annual camping trips and national GIANTS program. Our in-person youth services predominantly take place in the London area, with an additional group in West Yorkshire as well as some online youth groups. Some of our projects bring young people, workers and volunteers together from all across the UK.

The work in this department includes:

* Youth and Families (YAF):
  + Trans Youth Work
  + Trans Mentoring in educational settings
  + Parents and Carers’ group
* Community Development and Empowerment (CDE):
  + Support Line Service
  + Adult Well-Being
  + Special Projects

Youth and Community Services is primarily community facing and run by and for trans people. We place the needs of all service users, in particularly young trans, non-binary and gender questioning people, at the heart of everything we do. We aim to set our own agenda and find funding to fit what we need and want to do. Our main aim is improving the lives of trans people and their families, using support methods, trans only spaces and empowerment models to develop our work.

In Youth and Families, the largest and most established element is our youth work service, with 16 monthly youth sessions, extra one-off projects and events, and one-to-one support work with young people. We also have our long-standing Trans Mentoring programme, working with educational settings to support trans students. The areas of Youth and Families also includes our families work, primarily supporting parents and carers of young trans people through our two parents and carers groups in the month and added email support.

In Community Development and Empowerment, the largest service is the Support Line Service, which offers independent and confidential support to trans and non-binary patients (and their families) undergoing the NHS gender care waiting list and assessment processes. We currently have contracts with four GIC partners: Sheffield Porterbrook, Nottingham, East of England and the Laurels (Devon) and we run this service 5 days a week.

Alongside this, our commitment to community-led initiatives means we want to revive our Special Projects in the community and our Adult Well-Being offers. Special Projects at GI are when we work with external organisations and individuals such as researchers, artists, museums, theatres etc. to run collaborative and creative community projects. Within Special Projects we also want to run community development initiatives which are driven by community identified need. Currently we are operating one Special Project, called Gendered Intelligence's Activists Network of Trans Spokespersons (GIANTS). GIANTS is a project open to trans, non-binary and gender diverse people over the age of 18 who are involved in activism to promote trans inclusion within their local communities. Our Adult Wellbeing work has been somewhat on hold over the pandemic. Historically we have ran a group therapy space for adults called ‘Collective Resilience’. We’d like to develop this work further in the coming years.

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

# Role Overview

*This section gives detailed additional information about the role to help you decide if it’s likely to be a role you’ll enjoy and that you will be a good fit for.*

The Youth and Community Services includes our long-established Youth Work practice, alongside a range of other services described early. This means that we have a mixed picture in terms of size and histories of services in YCS. Currently we have 5 Areas of Service led by either ‘Heads of Services’, ‘Senior Practitioners’ or ‘Project Coordinators’ all reporting into the Director of YCS. This new role of Head of CDE, alongside the Head of YAF, will support better structure where Head of Services will have managerial and operational oversight of their respective Areas of Service, and allow the Director of YCS further opportunity to develop the strategic direction of the YCS Department.

The Head of CDE, alongside the Head of YAF will report into the Director of YCS. The Head of CDE will be in place to develop and deliver their Areas of Service to a high-quality standard.

Ongoing liaison and a strong working relationship with the Director will be necessary.

You will be required to develop policy and practice within Community Development and Empowerment that contribute to and reflect the values of the YCS department and GI as a whole.

The role involves managing the Support Line team, ensuring the smooth day-to-day operation of the service and, to begin with, providing an element of front-line shift line capacity / cover. This will change following the appointment of a Senior Practitioner for the Support Line, of who you will go onto line manage the Support Line Practitioners.

In the Support Line Service, urgent challenges do arise in the course of the work. This could include call handlers calling in sick or needing to talk about a difficult conversation they have had with a caller. The role therefore requires the ability to be calm and responsive, step into those issues, listen, support and problem solve.

You will also hold the relationships with our GIC partners. For the Head of CDE we are keen to get someone who has good awareness of the GICS/ GIDS services and trans healthcare. Having existing clinical/ therapeutic experience and a thorough understanding of what vulnerable trans adults’ needs will be useful to the role.

In time, the role will expand into developing the areas of Adult Well-Being work (AWB) and Special Projects (SP) at GI, whilst continuing to oversee the operations of the Support Line Service. In the past AWB has included our Collective Resilience project – a group therapy space for young adults - which we are keen to re-run, as well as develop other AWB projects. Over past years, through our Special Projects we have collaborated with artists, researchers, museums, exhibitions and more over the years, this also has scope to grow creatively under your role.

The role is managerial and operational. You will look after a team of staff working at various levels of responsibility until the structure settles into shape during 2022/23. You will be providing line management support, responding to operational queries, and being the first point of contact for staff queries, as well as chairing team meetings, ensuring training needs are recognised etc. As a manager, you will also be involved in recruitment within your team and perhaps elsewhere at GI.

The role also involves delivering on impact, evaluation, monitoring and improvements; budget setting and financial management; attending to operational issues and delivering on quality assurance. In due course there will be opportunities for the development of creative projects and further work in various trans communities where we already have and want to develop further partnerships. It will suit someone who likes a broad and varied role.

You will be required to have a good working knowledge of the whole of the organisation, and where Youth and Communities Work sits in the overall picture of GI, in order to liaise effectively with other departments regarding cross-cutting issues.

You will sit on the Management Group alongside other Heads of Services heads and Senior Practitioners from across the organisation.

**Working practices and expectations**

Outside of our in-person services, the majority of GI staff work remotely and flexibly and email is currently the main form of communication.

As is the case with management roles in many small organisations, this is an exciting, multi-faceted role, which at this stage of our growth has limited supporting resource. The department has a shared administrator at the moment who works with the Director and will have capacity for both Heads of Service to support you with administrative tasks for your service areas. However, this is not secretarial support, so the role is largely self-supporting.

There is a significant volume of both reactive and proactive tasks of diverse and sometimes competing natures, with variable deadlines and importance. The ability to keep track of a considerable and changeable task list, and to prioritise / re-prioritise, communicate and deliver in a timely way is crucial. The role therefore requires excellent self-organisation, communication and diary / time management skills.

Working alongside the Head of Youth and Families, the Director of Public Engagement and Central Support Services and the Finance and Central Support Services manager, you will develop agreements and meet contractual requirements under your remit. This will include funding agreements, NHS Contracts and any future working partnerships that may arise. You should have some understanding of contractual arrangements.

At GI we pride ourselves on the support staff get to do their role. We understand that the work we do at GI has a strong emotional and personal element to it. Each staff member also receives consistent and concentrated time with line managers, and extra time where needed, as well as dedicated planning, preparation and wind down time with peers and teams. You will get an individualised learning development and well-being plan suited to your individual needs, which you work on with our dedicated Learning Development and Well-Being worker. We also have understanding of the various demands on trans workers and have a certain amount of flexibility to accommodate any disadvantages you may experience in the world due to transphobia. All of this is in place so that you can do the best job possible in your role.

For the right person, this role will offer considerable developmental opportunities alongside the growth of GI. There is scope to broaden into and grow our work in, for example, more community development projects, training creation for the trans community and designing projects focused on community empowerment philosophies.

We are particularly interested in people who have the skills to balance a community minded approach, empowering a team to be creative and innovative with their ideas, with astute business skills in managing requirements of certain set projects.

**About the Support Line shift work and management**

The role will include some Support Line (SL) shift work in the first six months which is expected to take up around 2 days of your weekly time or more where cover is needed. This will change to providing occasional cover once we develop the SL team in numbers and skill set.

In the current circumstances the work is delivered from home and appropriate work communications technology (laptop, smart phone) will be provided for you to undertake this and all your other work. Going forward, a return to an office environment will be involved, but this will be negotiable as to how much time will be required in the office/ working from home.

Taking calls and responding to messages, especially on the subject of trans support, can be demanding. Callers can call when in moments of difficulty and distress. Experience and resilience in terms of the frontline work and the demand of the management requirements is key.

Under your charge, the development of the systems and processes that will ensure good capturing of callers’ experience and issues, as well as report writing, and service evaluation will need to be developed. Each call handler is responsible for logging each call and establishing themes and patterns from the range of conversations. It will be your responsibility to ensure the contact handlers are completing each log satisfactorily to ensure we build a good depth and breadth of knowledge for our reporting.

The successful candidate will be given a structured induction including observing the shifts of SL contact handlers, co-delivering shifts and understanding of existing systems. This will be supported with preparatory work, debrief and feedback, and induction into the associated admin tasks.

# GI Ethos and Approach

GI places people at the heart of our organisation.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to trans people and to all other types of clients. We think carefully about the ethical aspects of our work, how we practice and who we partner with.

This links in with our organisational values: ‘The 3 P’s’ – Positivity, Passion and Professionalism. We intend that all staff engage with these ‘3P’ concepts when approaching their work at GI. For the Head of Community Development and Empowerment, we wish to centre our thinking around how we can empower and develop trans communities. Also a consideration as to how we can look positively at creating outcomes within sometimes very difficult situations. When it comes to the passion, caring passionately about the well-being and empowerment of the trans community has been at the heart of GI since our inception. You will bring your own passion for this work and to the role, which will be highly valued at GI. The role will involve a high level of professionalism in many areas: managing budgets and contracts, managing a team and direct reports, managing projects and plans, and managing relationships with representatives and professionals from organisations that we work with in the YCS Department.

We see our 3P’s as equally important and balanced in the people we employ and work that we carry out.

# Job description

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| **Post** | **Head of Community Development and Empowerment** |
| Status | Permanent |
| Contract type | Full time, 35 hours per week |
| Salary | Band 7: £33,485 – £37,568 + £3,000 London Weighting where applicable |
| Location | The GI office is near Kings Cross.  We are open to discussions about flexible working practices, but the expectation is that this role will have some office presence with the flexibility to attend in person meetings/ deliver services on different days as required. |
| Department | Youth and Communities Services (YCS) |
| Line Manager | Director of Youth and Communities Services |
| Direct reports | Senior Practitioner for Support Line, Adult Well-Being and Special Projects (to be appointed);  Coordinator for GIANTS;  Support Line Service Contact Handlers (currently 3, will be passed to Senior Practitioner once in post) |
| Other key working relationships | The postholder will need to develop and maintain productive working relationships with individuals across all Departments at GI and also key external stakeholders. |
| Occupational Requirements | There are no Occupational Requirements for this role. In particular both cis and trans people are welcome to apply. |

**Main Duties and Responsibilities**

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time:

* To line manage contracted staff members who are support line handlers and special project coordinators – in time, manage various senior practitioners; to task manage administrative and other staff appointed to carry out duties for YCS.
* To manage the overall Community Development and Empowerment team and its day-to-day activities, including:
  + The Team’s delivery of the Support Line service, including maintaining a rota, scheduling meetings, training opportunities, supervision times etc
  + Develop processes and systems for the Support Line and other projects developed within your area including the GIANTS programme; gathering and analysing data and feedback - addressing any issues arising.
  + Reporting against plan / budget and on major contracts and grants.
* To work directly on Support Line for approximately the first 6 months, then provide cover when needed.
* To work with the team to respond to complex queries that may come through the Support Line communications.
* As part of the Support Line shifts carry out all associated administration, preparation, liaison and follow up tasks, including call logs.
* To ensure an effective and efficient call logging and monitoring system is in place for the Support Line service
* To work alongside the Directors and CEO on existing and potential future contractual arrangements, especially with our NHS partners, or fulfil requirements and obligations for current contracts.
* To hold the relationship with key stakeholders at existing and potential future GIC partners, including interim and annual review meetings, attending conferences and events and visiting the GICS (Nottingham, East of England, Sheffield and Devon) at least once a year
* To create reports for a range of stakeholders (including funders, commissioners, the Director of Youth & Community Work and the GI Board) when needed on a regular basis and sometimes in an ad-hoc manner to fulfil arising need for information.
* To create and manage the budget for the Community Development and Empowerment Areas of Service in line with organisational objectives and departmental work plans
* To contribute to developing new projects in Adult Well-Being and Special Project opportunities to benefit and empower our trans communities
* To liaise with clients, co-workers and other stakeholders in a swift and professional manner through various communication methods including email, remote conferencing, telephone and in person, maintaining high quality, effective professional relations.
* To be part of, and contribute to, the Management Group at GI, alongside other Heads of Services and Senior Practitioners from across the organisation.
* To exercise in-depth and in-breadth understanding of trans identities and experiences, trans communities and gender diversity, and the issues affecting trans people. To be confident to interact with clients, colleagues and other services about these subjects, and to be confident to manage a team of primarily trans staff.
* To undertake ongoing and evolving thinking about those subjects, maintaining GI’s thought leadership in the field, and to apply them operationally to your Community Development and Empowerment services, ethos and methodologies.
* To undertake your own Continuing Professional Development, participating in learning activities under the direction of the Director of YCS.
* To represent Gendered Intelligence at various events, conferences or forums and other networking opportunities.

**General Requirements**

* To bring GI’s “3P’s” to your work – Professionalism, Positivity and Passion, and to take a non-judgmental approach to everyone you work with external and internal to GI.
* To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognise the positive aspects of trans lives and to stand up for trans people, especially young trans people.
* To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company’s Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
* To follow all relevant GI policies, ensuring these are carried out in practice in relation to the job; in particular to behave in accordance with Gendered Intelligence’s Codes of Conduct and Equal Opportunities Policy as well as our Safeguarding Policy and Procedures.
* All staff may be asked to undertake other duties and responsibilities as appropriate, as determined by the CEO, on an occasional basis.

# Person Specification

Please address each point in the person specification in turn, providing examples for each one. Whilst we are seeking an experienced manager/ trainer, you are welcome to evidence the experience and qualities required using examples outside of paid work.

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| **ESSENTIAL** |
| **Experience and Abilities** |
| Experience in managing, motivating and supporting a team of varied professionals within different roles in your team |
| Self-motivated and proactive; able to work without supervision |
| Able to work quickly, accurately and reliably, to deadlines, with attention to detail, and to remain calm and efficient under pressure |
| Able to create and communicate clear boundaries between yourself and service users, colleagues and your time |
| Able to respond calmly, positively and professionally to challenging moments or issues that you or your team may face and exhibit an appropriate degree of resilience |
| Able to manage the planning and contractual aspects of the work – project planning and resourcing, terms and conditions, project management, reporting and evaluating |
| Experience and understanding in basic finances and to manage a budget |
| Able to implement, manage, work with and improve systems and processes designed to provide information and ensure quality and consistency |
| **Skills** |
| Excellent listening and people skills |
| Excellent organisational skills especially regarding task and diary management; able to manage and prioritise a multi-faceted workload |
| Excellent verbal communication and interpersonal skills; an excellent understanding of good client liaison and relationship management; tact, sensitivity and a diplomatic manner with a range of different stakeholders from commissioning partners through to trans community members |
| Good written English |

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| **Knowledge** |
| An in-depth and in-breadth understanding of trans identities and experiences, trans communities and gender diversity, and the issues affecting trans people; a proficient and up-to-date understanding of the language and terminology relating to trans people |
| A theoretical and practical comprehension of empowerment in action, community development work and anti-oppressive practice in oppressed and discriminated against communities |
| An understanding of the issues facing trans people, especially those seeking support from gender healthcare pathways in the UK |
| An in-depth understanding of trans health care and Gender Identity Clinics’ remit and responsibilities as well as general understanding of statutory and voluntary sector health services |
| Experience of working with vulnerable members of the community |
| Clear understanding of confidentiality and safeguarding processes and the need for strict adherence to our safeguarding and confidentiality policy |
| Good working knowledge of Microsoft Office including Word, Excel, PowerPoint |
| **Qualifications** |
| Level 3 or above in any of the following (please read comment below if you do not have a formal qualification):   * Youth and Community Work * Community Development/ Community Philosophy * Education studies * Social Policy   (If you do not already have one of these qualifications, something similar would be interesting, and/ or a keen enthusiasm or community level training in these areas of study/ learning/ training would be considered. At GI we understand not everyone has had the opportunity to study more formally) |

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| **DESIRABLE** |
| Experience of working within an LGBTQ, or specifically trans community setting |
| Experience of working in a similar combined managerial / front line delivery role |
| A passion for and small ‘p’ politics in anti-oppressive practice, community development and community empowerment work |
| Able to develop effective activities and projects that achieve identified outcomes |

# Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross. Currently all staff are home-based but we are exploring what working practices will look like over the coming months, as it becomes safe and practical to return to the office. We are open to discussions about flexible working practices, but the expectation is that this role will have some office presence with the flexibility to attend physical meetings on different days as required.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder, but the expectation is that normal office hours will be covered.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.

1. NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above. [↑](#footnote-ref-1)