



Project Manager

Triangle Community Garden, Hitchin

JOB DESCRIPTION:

POST: Project Manager

RESPONSIBLE TO: Business Development Manager

MANAGING: Support/project workers (currently 3)

SALARY: £25,500-30,000 pa FTE

HOURS: Part time position – 14 hours per week (Tues-Thurs when sessions are running)

JOB LOCATION: Ransoms Pavilion, Alexandra Road, Hitchin SG5 1RB

BENEFITS: 30 days pro rata (including Bank Holidays), Pension (employer contributions 3%)

Recruitment is subject to enhanced DBS check and verified references.

PURPOSE OF POST: to manage and develop all aspects of the Triangle Community Garden's projects in accordance with TCG's policies, values, aims and objectives,

to support the staff and volunteer team in delivery and promotion of the above projects to the highest required standards

to reach out to local groups and potential beneficiaries, in collaboration with the Business Development Manager, to enable the TCG provision to reach as many people as feasibly possible

BACKGROUND: The Triangle Garden is a community garden, created and cultivated by local people of all ages and abilities, in Ransom's Rec, Hitchin.

We aim to enable people to reconnect with the natural world through a variety of different activities:

- **Community gardening**, forest school, forest gardening and permaculture in practice.
- **Community events, talks, walks, workshops and nature-based activities** focused on local resilience, bringing people together, and learning about wildlife, food growing and low impact living.
- **Growing Ability and New Shoots** - our social, therapeutic horticulture and health/well-being projects for people with learning disabilities and mental ill health.

ABOUT YOU

We are looking for an individual who has a strong background in social therapeutic horticulture or green care provision. If your background is in a different area of care and support management we'd still like to hear from you, please tell us how your experience equips you for this role. If you don't meet certain elements of the below - but still feel you have the experience to thrive in this role, we would welcome your application.

Knowledge and Experience:

- Sound knowledge and experience in delivery of social therapeutic horticultural and environmentally sustainable projects.
- Experience in working with people with learning disabilities and/or mental health issues.
- At least 1 year in a lead staffing role, including responsibility for developing opportunities and managing significant projects.
- Experience of building high-level relationships with a diverse range of stakeholders, both internal and external to the organisation.
- A proven track record of developing and delivering project results against targets.
- Experience of working to a budget and business plan including financial control

Attributes:

- Strong commitment to the aims and objectives of the Triangle Community Garden including equal opportunities, inclusion and sustainability
- A creative and entrepreneurial approach, tempered with practicality and flexibility
- Self motivated and a good team player, with a positive can-do attitude
- High levels of discretion, empathy and sensitivity
- Physically fit enough to take part in a wide range of outdoor activities
- Willingness to undertake out of hours work eg Open Days, training, meetings etc

Skills:

- Good leadership skills.
- Ability to work collaboratively with the Business Development Manager and trustees to feed into and implement a clear, strategic vision.
- Strong and enthusiastic networker with the ability to establish good working relationships with a wide range of people at all levels.
- Excellent communication and interpersonal skills including presentation skills.
- Excellent organisational and report writing skills
- Ability to manage service delivery to meet individual and organisational aims
- Ability and willingness to delegate and cultivate responsibility within the team
- Resourceful, flexible with a creative and practical approach to problem solving
- Ability to handle difficult conversations with compassion and impartiality
- Ability to manage service delivery to ensure the safeguarding of adults at risk
- Up to date digital skills including use of MS Office tools and use of digital file storage systems

Qualifications:

- The Care Certificate or willing to gain
- First aid at work certificate or willing to gain
- Degree or diploma in therapeutic horticulture (desirable)
- Adult social care qualification eg level 5 diploma in leadership and management (desirable)

ROLE DESCRIPTION

Main Responsibilities:

- **Growing Ability and New Shoots:** develop and coordinate the TCG's social therapeutic horticulture, wellbeing and healthy living provision for people with a range of learning disabilities and mental ill health.
- **New Projects:** collaborate with the Business Development Manager to facilitate the staffing and delivery of new projects – it is intended that further hours will be funded for this as we expand.
- **Outreach:** make and maintain local connections and facilitate relationship-building that furthers the aims of the TCG and its projects, in collaboration with the Business Development Manager

Main Duties

Service provision and service user support:

- Develop and deliver safe, high quality service provision and project implementation in accordance with TCG's values, objectives, policies, procedures and performance standards.
- Ensure adequate staffing and volunteer ratios at all times
- Foster a 'client/user-centred' ethos within projects and services, to encourage co-production in all aspects of management and evaluation with the client/user group.
- Coordinate each project/service within the budget and business plan agreed annually by the TCG board of trustees.
- Collaborate with the Business Development Manager on the TCG Business Plan and individual project/service business plans within an annual cycle of planning, evaluation and review.
- Collaborate with the Site Manager to ensure a safe and conducive environment for each project/service, taking the lead on safeguarding and health and safety
- Collaborate with the Business Development Manager to coordinate the delivery of new opportunities to improve or expand our services and projects.
- Be responsible for service user recruitment and referrals, proactively ensuring that projects run at or near capacity wherever possible, and that referrals are responded to, assessed and processed in a timely way.

Team leadership and support

- Lead and supervise a multi-disciplinary staff and volunteer team to ensure effective delivery of the projects and services in accordance with the contractual service specification, or agreed objectives, where applicable.
- Be responsible for the recruitment, management and supervision of support staff and volunteers, ensuring adequate staff cover and discipline, organising regular staff meetings and 1:1s.
- Ensure that all staff and volunteers receive induction, regular supervision, annual appraisals and the training needed to perform their jobs effectively in accordance with the Business Plan/s and with TCG policies.
- Produce and monitor staff development plans, which reflect a philosophy of continuous improvement in quality and performance.
- Participate in appraisals and to undertake any identified and mutually agreed training.

Monitoring, record keeping, reporting and policies

- Ensure that all financial, staffing and client records are kept to the standard required by TCG policies, funding agencies, commissioning agencies, Charities Commission and any other relevant contractual authority, liaising with the Business Development, Accounts Assistant and Treasurer as appropriate on financial matters.
- Produce verbal or written reports as required by funding agencies, commissioning agencies, the Charities Commission or TCG trustees, including routine monthly reports covering management data, annual reports and supplementary reports relating to any significant changes to the service's finances.
- Monitor and review projects and services with all stakeholders including users on a regular basis as required,
- Develop and implement a rolling programme of meaningful and shareable impact monitoring, related to HCC's Connected Lives approach where appropriate
- Regularly draft updates to policies and procedures relevant to service/project provision, including business continuity planning, drafting new ones where required
- Take the lead role in monitoring inspections by HCC Community Opportunities and any other relevant authorities
- Keep up to date with relevant legislation and best practice.

Outreach and liaison

- Develop and maintain positive links with relevant agencies and local providers.
- Manage day to day relationships in the local area, attending meetings with referring agencies, funding bodies, outside employers and other local bodies as necessary.
- Lead on liaising with gardeners' carers and families on an individual and whole service basis ensuring effective communication via a range of formats
- Take an active role at TCG events helping to raise awareness and funds for TCG projects and services.