

JOB DESCRIPTION PACK

Special Projects Manager



Working Hours: Part Time: 3 days (21 hours) per week

Salary: £42,000 pro rata

Reports to: Managing Director of Advice Services

Location: 28 Commercial Street, London, E1 6LS

Contract: Fixed term – four months

1. Organisational Overview



About the organisation

Toynbee Hall

Established in 1884, Toynbee Hall stands as a testament to over a century of dedication to community service and empowerment. For nearly 125 years, we have been at the forefront of providing free advice, ensuring that the residents of East London and beyond have the tools and knowledge to navigate life's challenges. Our rich history is intertwined with the fabric of the East End, a testament to our unwavering commitment to fostering a fairer and more equitable community.

Nestled on Commercial Road, in Tower Hamlets, and adjacent to the bustling City of London, Toynbee Hall has witnessed and adapted to the myriad changes that have shaped the area. From the regeneration waves that have transformed the landscape to the socio-economic shifts impacting its residents, we have consistently been a beacon of support. Our legacy is not just in our longevity but in the countless lives we've touched, the injustices we've combated, and the community spirit we've nurtured.

As we look to the future, our mission remains clear: to work alongside the people of East London, championing their rights, amplifying their voices, and ensuring that everyone has an equal chance to thrive.

Debt Free Advice

Debt Free Advice is a coalition of charities spearheaded by Toynbee Hall and funded by the Money and Pensions Service. The service provides expert advice to those grappling with problem debt. As an entity accredited by the Advice Quality Standard (AQS) and regulated by the Financial Conduct Authority (FCA), we stand as a trusted pillar in these financially challenging times.

Embracing innovation, we've expanded our reach through initiatives like pop-up advice centres and the Debt BUS-ter mobile advice centre. Our latest innovative steps include the rollout of video advice kiosks and a user-friendly digital app, ensuring accessible and tailored advice for all.

2. Role Description:

Purpose of the Role:

To lead and manage the successful rollout of video advice kiosks across Tower Hamlets and East London, and to oversee the procurement and project management of a consumer-facing app for Debt Free Advice customers.

Key Responsibilities:

1. Video Advice Kiosks Rollout:
 - Collaborate with partners including local authorities, Job Centres, and GP surgeries to identify suitable locations for kiosk installations.
 - Coordinate with technical teams and vendors for the setup and maintenance of the kiosks.
 - Monitor and report on the progress and effectiveness of the kiosk rollouts.
2. Consumer-Facing App Development:
 - Lead the procurement process to identify and engage a suitable developer with experience in Twilio Flex and mobile app development.
 - Oversee the design and development of the app ensuring it's user-friendly and meets the needs of Debt Free Advice customers.
 - Coordinate with internal teams to ensure seamless integration with existing digital channels.
 - Monitor and report on the app's development progress, ensuring timely delivery and quality assurance.
 - Engage with the organisation's Information Governance Committee to ensure the app adheres to GDPR compliance procedures throughout its lifecycle and development.
 - Monitor and report on the app's development progress, ensuring timely delivery and quality assurance.
3. Tech Platform Alignment and Data Governance:
 - Collaborate closely with the organisation's Information Governance Committee to ensure all tech platforms are in alignment with the organisation's data governance procedures.
 - Review and update tech platforms to maintain compliance with evolving data governance standards and regulations.
4. Managing Yourself
 - Working toward an agreed annual work-plan meeting targets and milestones
 - Prioritising and managing your workload
 - Taking responsibility for your personal development and seek out opportunities for support and development

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Person Specification:

We are looking for someone who can demonstrate	Essential /Desirable
<u>Experience</u>	
Proven experience in project management, preferably in the non-profit or financial advice sector.	Essential
Experience in managing tech-related projects, especially app development.	Essential
Familiarity with Twilio Flex or similar telephony platforms.	Essential
<u>Skills</u>	
Strong organisational and multitasking abilities.	Essential
Excellent communication and stakeholder management skills.	Essential
Ability to work independently and make decisions under pressure.	Essential
Technical proficiency to liaise with developers and understand technical requirements.	Essential
<u>Attributes</u>	
Passionate about providing support to individuals in need of financial advice.	Desirable
Collaborative team player with a proactive approach.	Essential
Problem-solving mindset with a focus on achieving results.	Essential

How to Apply

Please send your completed application form to: application@toynbeehall.org.uk.

Recruitment Timetable

Closing date: **Monday, 4th September 2023 (3:00pm)**

We reserve the right to bring forward the closing date if we have received sufficient suitable candidates.