

## **Co-Head of Local Programmes**

### Welcome



Thank you for your interest in this critical role for Turn2us. We are looking forward to hearing from people who share our deep commitment to supporting those who are facing financial shock in the UK. Your contribution will make a direct and tangible difference to people's lives, every day.

Since I started at Turn2us in March 2019, it has been a privilege to see the incredible work that Turn2us does. We support millions to change their lives for the better, every year. The level of organisational knowledge about our core business is extensive – we really know our stuff. And there is a very short distance between impulse and impact: the freedom to act in simple, pragmatic ways that are immediately helpful is a significant aspect of the rewards of working here.

Our overall ratio of investment to out turn is well above average. One good example is our Benefits Calculator, which costs around £350k per year to run. Used nearly 2.8m times in 2019/20, we believe that 232,000 claimants will have successfully secured an average income uplift of £5,320 if they continue to claim for a full year. That is a staggering £1.2 billion of previously unclaimed benefits going to where they were intended.

Of course, many of our activities are by their nature about people helping people, one individual or one family at a time – and we know that this work is amplified incredibly effectively by our strong partnerships with other charities and organisations working in local communities. A key priority for the future is to enable the organisation to understand how to do so, and devise a plan to maximise our impact with and for people and to tackle the system that fails so many of us.

Our culture is a very significant pull factor for people joining this organisation – how we are being, just as much as what we are doing. Our approach is infused with a sense of highly competent humility, facilitating and enabling colleagues, partners and crucially those for whom we exist to co-create solutions that work.

In the context of some important conversations taking place in our sector, I am unequivocal about our organisational commitment to Equity, Diversity & Inclusion, embedded in values and behaviours that enhance our working culture. An uncompromising personal commitment to working towards a fully diverse and inclusive working environment is essential for these roles, and comes ahead of other requirements.

The last year has been extremely challenging for people across the UK. The number of people in unpredictable employment, holding down several jobs to make ends meet, and the impact of Covid's lockdown has led to structural instability in many communities. The rapid rise in foodbank usage is a canary in the mine for fundamental problems ahead. So, working with partners, we have to grow our impact, and this recruitment is a major investment in the strength and capacity of our staff as we build a model that will take us confidently into the future.

Thomas Lawson, Chief Executive Officer

### From your hiring manager

Are you a driven and passionate leader who understands the importance of long-term community led solutions to tackling financial inequality? Then we would love to hear from you about the role of Co-Head of Local Programmes.

At Turn2us, we have a deep, committed and impatient drive to support people to build financial security so that they can thrive. We work alongside those who have experienced not having enough money to design products and programmes that will have a real impact on people's lives. We do that by providing information and support, developing place-based programmes and helping to build a fair and just economy through systemic change.

We are all impacted differently by financial hardship. Those of us who are disabled or from a Black, Asian, or other minoritised ethnic background or who identify as LGBTQ+ will face greater barriers to achieving financial security. The impact of events that create financial shock is also felt hard by the youngest, the oldest, those of us on zero-hour contracts or those of us who are single parents.

The Local Programmes team represents a relatively new area of work for Turn2us. The team was founded in 2021 to consider how we might best:

• Improve the reach of our products and services to support people most impacted by financial insecurity

- Use our resources as a national charity to shift power to communities experiencing financial hardship
- Add value to the existing great work happening locally
- Build on networks and contribute to existing place-based strategies
- Work with residents and community organisations to tackle the root causes of financial insecurity.

• Work slowly and learn deeply from this work to influence Turn2us'ways of working and the wider grant-making sector

This is an extraordinary opportunity to join a passionate group of people who aim to shift power, lead with humility, collaborate with equity and accountability, innovate with passion and focus on the deep impact we want to have by working alongside people facing financial insecurity.

If you are a leader who can help steer the charity to increase our impact, and are not afraid to drive change and deliver long term programmes that support structural changes for those hit hardest by financial shocks, we very much want to hear from you. We are more interested in your potential than we are in a perfect career or education.

You can read more about the work the Local Programmes team deliver here: <u>https://www.turn2us.org.uk/about-us/about-turn2us/local-programmes</u>

#### Sarah McLoughlin,

**Director of Programmes & Partnerships** 

# Financial security goes beyond survival

At Turn2us, we see every day how the right support at the right time can transform lives. It can mean having enough money to put food on the table and pay the bills, and the ability to thrive, not just survive. We all need financial security.

Financial security involves having enough money to comfortably cover your monthly expenses, save for your future and, most crucially, recover from financial shocks.

We want to see a society where everyone has the right to financial security. Our ambition to bring about this change forms the backbone of our strategy.

But it's not enough for Turn2us to demand change from a society and economic system at the root of so much financial insecurity for so many of us. We also need to model the change we and many other partners know is needed.

Our previous strategy, which focused on the financial shocks caused by life-changing events, enabled us to build strong foundations for our evolving ambition. We strengthened our safeguarding and sharpened our focus on equity, diversity, inclusion and belonging (EDIB).

We increased the reach and outcomes of our products and services by co-producing them with people with in-depth experience of the problems we were trying to address.

Over the last three years we have listened to and worked alongside individuals and families who have steered us towards an emphasis on financial security – empowering people to thrive, not just survive.

The growing scale of suffering compels us to increase our focus on challenging an outdated, unfair economic system.

Whilst overhauling the current system will not be straightforward, there is a growing desire across civil society, the commercial sector, and parts of the state to work together to change the status quo so that more people can work together to overcome financial shocks and rebuild the strength and resilience of their communities. We will join forces with a wide range of partners, facilitating (with others) a broad coalition for change.

Over the next five years we will take steps towards that goal of designing a fairer economy, working both with UK-wide decision-makers and the people and families at the centre of communities driving change.

At Turn2us, we're well-placed to broaden our reach, deepen our impact and help drive the necessary change.

Join us in building a better future for us all.

Case studies You can read more about the people accessing our services here:

<u>Hayley ⊅</u> Jane ⊅ Sanaz ⊅

Background reading

JRF UK Poverty 2023 ↗ SMC Measuring Poverty 2019 ↗

#### Further information

View our Annual Report & Accounts 2021/2022 Z View our Strategy and Purpose Z

### Job description

### **Co-Head of Local Programmes**

Job title:	Co-Head of Local Programmes
Department:	Programmes and Partnerships
Reports to:	Director of Programmes and Partnerships
Location:	Hybrid: Turn2us London Hub (Hammersmith) & homeworking
Direct Reports:	Barking & Dagenham Programme Manager, Gendered Poverty Programme Manager, Care Programme Manager & Local Programmes Assistant
Contract type:	Job share, 10-12 months contract from 1st May 2024
	N.B. Please note this is a job share with an existing Co-Head. The vacant post is part time (4 days per week)

### Purpose of role

To co-lead on Turn2us's strategic approaches to local programmes that deepen our impact so that people have the opportunity to build financial security and thrive in the places where they live. To lead on designing, implementing, developing and monitoring innovative partnership programmes at local levels.

### Key responsibilities and accountabilities

- 1. To implement the strategy for T2us local programming, in line with the 2023-2028 Turn2us strategy. To co-lead the planning and delivery of innovative, co-produced high impact local programmes that target and include communities identified through insights and research as priority groups.
- 2. Co-lead on the strategic development of partnerships for local programmes.
- 3. Provide organisational co-leadership with the organisation's management team (OMT) and strong co-leadership, management and support to the Local Programmes team.
- 4. To co-lead on external engagement for bringing learning into the organisation to inform place-based programming, and to influence the development of emerging external practice for increasing financial inclusion.
- Ensure equity, diversity, inclusion and belonging (EDIB) social justice, accountability, co-production and safeguarding are maintained as the core approaches in delivering all programmes.

### Duties

- To implement the strategy for T2us local programming, in line with the 2023-2028 Turn2us strategy. To co-lead the planning and delivery of innovative, co-produced high impact local programmes that target and include communities identified through insights and research as priority groups.
- To implement the strategy for T2u's local programmes, ensuring it aligns with T2us's organisational strategy and is informed by insights and expertise both from within T2Us and externally
- To lead on design of integrated programmes (grants and information) in co-production that put people's dignity at the forefront of all decision making.
- To design programmes with a strong understanding of the differential impact of financial hardship on different people and target work to those whose needs we may not otherwise be meeting.
- To work with external partners, lived experts and Turn2us teams to develop new local programmes with different models (e.g. collective impact models; participatory grantmaking etc) that demonstrate impact to key players.
- To embed programmes into existing and emerging Turn2us systems and other programmatic work, in particular to engage the Edinburgh team, Information Programmes and National Grants teams in programme design, ensuring alignment.
- To ensure accountability to people we seek to support, and to partners we work with, leading on accountability mechanisms within local programmes.

- To identify and assess opportunities to collaborate with partners and follow due diligence and collaborative partnership approaches in building relationships.
- To ensure Turn2us local programmes add value to existing community/place-based work.
- To integrate existing good practice, and emerging good practice, in grant making, innovation and programme approaches and ensure a strong learning approach.
- To work with Impact and Innovation directorate to embed theory of change, innovation work and monitoring, evaluation and learning approaches; and to ensure insights, new digital approaches and co-production are embedded in new programmes.
- To work with T2u's income generation & external affairs colleagues to develop and implement fundraising and communications strategies for new programmes.
- To embed strong project management and budget management approaches.
- 2. Co-lead on the strategic development of partnerships for local programmes.
- Develop equitable, strategic and accountable partnerships for local programmes embedding Turn2us's partnership principles.
- Build strong partnerships across the grant-making and support sector taking opportunities to collaborate to increase our impact.
- Work with coproduction partners and the Information Programmes team to identify strong referral and signposting pathways.
- Work with the directorate of Impact and Innovation in close partnership to improve our systems and technical innovations in programmes.
- Provide organisational co-leadership with the organisation's management team (OMT) and strong co-leadership, management and support to the Local Programmes team.
- To co-lead the Local Programmes team ensuring the right capacity is in place to develop and deliver high impact local programmes so that staff are empowered and able to progress.
- Promote good organisational practices and strong leadership across the organisation.
- Recruit and line manage programme management and delivery staff as required and in line with external funding allocations and budgets.
- To collaborate with existing staff members within the charity as required to deliver against the programmes, in consultation with other team Heads.

- To update T2Us staff and the Board on progress against targets.
- 4. To co-lead on external engagement for bringing learning into the organisation to inform local programming, and to influence the development of emerging external practice for increasing financial inclusion.
- Participate in relevant forums sharing learning on innovative local programming and ensure we are embedding good practice.
- Document and promote Turn2us learning and good practice across the sector.
- When appropriate and in consultation with the External Affairs team, publish blogs and articles on Turn2us local programme approaches.
- Ensure learning from local programmes informs Turn2us policy and campaigns work.
- 5. Ensure equity, diversity, inclusion and belonging (EDIB) social justice, accountability, co-production and safeguarding are maintained as the core approaches in delivering all programmes.
- To work with the Director of Programmes and Partnerships to develop an integrated programme design approach that enables Turn2us to integrate a rights-based approach with clear EDIB, wellbeing, accessibility and safeguarding lenses into all of our programming.
- To be responsible for the safeguarding and co-production approaches in local programming and ensure we are working collaboratively on safeguarding and co-production with partners.
- To ensure the Local Programmes team understand and keep aware of social justice issues in the UK.
- Ensure all local programmes embody the values of the organisation.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

At Turn2us, we are committed to protecting personnel, children, adults, and service users from any harm arising from each other, themselves, our activities, or organisational failings whilst in contact with us. The post holder will be required to follow the safeguarding policy and will be responsible for integrating safeguarding into all aspects of their work.

The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity's policies and procedures and key legislation, such as data protection and charity law.

### **Person specification**

### Co-Head of Local Programmes

### Experience & Knowledge

#### Essential:

- Experience designing and delivering community led/placebased programmes, ideally those focused on tackling financial insecurity.
- Experience working effectively and efficiently in a fastchanging environment.
- Strong experience working in partnerships/collaborations, especially with community led organisations.
- Experience building successful relationships outside of team/management structures.
- Experience managing a diverse/technical team

### **Skills and Attributes**

#### Essential:

- Strong understanding of social justice issues including equity, diversity, disability, race and gender
- Understanding of systems change and specifically how working in a place-based way can contribute to systems change.
- Understanding of the key drivers of financial security in the UK and approaches to tackle that
- Innovative, flexible attitude
- Strong numeracy skills
- Excellent written and verbal communication skills, with an ability to communicate with confidence to a wide range of individuals and audiences.
- Interpersonal skills, the ability to build effective working relationships and excellent stakeholder management.
- Experience of working with and valuing service users/customers to improve products/programmes.

#### Please note, a DBS check will be required for this role.

Turn2us is fully committed to equity, diversity and inclusion in our sector. We want this to be reflected in the diversity of the people who work for us and we are interested in applications from people from all backgrounds.

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### **Staff Benefits**

To read the full list of benefits of working at Turn2us, please visit the employee benefits page of our website linked here **Z**.

#### Annual Leave

 If you join us at Turn2us, you will start on 25 days annual leave per annum (pro-rata for part time workers). Each year on the month you joined, you will receive an additional day of leave up to a maximum of 30 days. On top of this you will receive bank holidays.

#### Volunteer Days

 The charity offers 2 volunteering days per year to allow staff to gain experiences and skills outside of work. Examples could include volunteering at a food bank, helping in a school or becoming a trustee at another organisation.

#### **Employee Support**

 Confidential counselling line provided through our employer's liability insurance policy with Zurich.

#### Flexible Working

— We offer flexible working patterns, both in terms of hours and remote working. Please note that all employees are contractually required to work from the office a minimum of 4 days a month. Some roles may be required to be in the office more often than this and this will be agreed with the hiring manager upon starting at Turn2us.

### **Commitment to diversity & inclusion**

We welcome applications from anyone regardless of their age, experience, disability, ethnicity, heritage, sexuality, gender and socio-economic background. We particularly welcome applications from black, Asian, and minority ethnic candidates, disabled candidates and trans people, as these groups are underrepresented within our organisation.

Turn2us is deeply committed to inclusive working practices, so during the application process we commit to:

- Making any reasonable adjustments.
- Providing this job pack in a Word document format on request, for anyone who finds Word documents more accessible.
- Sharing interview questions or areas of discussion ahead of interviews.



Co-production officer Kemi Fontaine, and senior HR officer Radhika Gohil.

### How to apply

NFP are managing this recruitment on behalf of Turn2us. If you are interested in applying for this role, please click on this  $Link \nearrow$ 

If you would like an informal confidential discussion about this role or Turn2us in order to help you decide whether to apply, please contact:

Vikki Park, NFP Consulting by calling 07495 259 123 or emailing vikki.park@nfpconsulting.co.uk

Initial application is by way of CV and supporting statement that highlights your motivation for wanting to work with Turn2us and your interest and credentials for this role.

Turn2us is an equal opportunities employer and welcomes applications from members of all communities. It is committed to equality of opportunity, inclusion and diversity. We encourage and welcome applications from all parts of the community regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. Turn2us particularly welcomes applications from those who have had experience of poverty themselves or of tackling poverty.

At Turn2us, we are committed to protecting personnel, children, adults, and service users from any harm arising from each other, themselves, our activities, or organisational failings whilst in contact with us. More information on our safeguarding policy can be found on our website.

Please let us know if you will require any reasonable adjustments should you be called for an interview.

Please note that all job offers are subject to 2 – 3 satisfactory references and a disclosure satisfactory to Turn2us from the Disclosure & Barring Service (DBS).

Please read our privacy policy here.



### About Turn2us



### Our vision

Everyone in the UK has financial security so that they can thrive.



### Our purpose

We offer support to those of us facing financial shocks and together we challenge the systems and perceptions that cause financial insecurity.



### Our values

#### Financial security for all

It's not acceptable to us that we live in an unjust society where a financial shock becoming a financial crisis is more likely for those already facing barriers to thriving.

Everyone should have access to appropriate rights, resources and support. We actively tackle prejudice and barriers to access.

We face into the causes of financial inequality, challenging the status quo, ourselves and others in doing so.

We believe this is urgent. We will not stand by as another generation grows up without adequate money and the resources to thrive.

#### Listen, learn and improve

To be effective, we need to deeply understand people's experiences, the financial challenges they face, what's important to them and how best we, and others, can provide support through a financial crisis or shock.

We are on a constant cycle of listening, learning and looking to improve. This gives us confidence in our direction. Listening attentively to people's lived experiences. Learning from all we hear and all we experience. Looking to improve how we support, respond and progress.

We hold ourselves to account and want to be held to account by those we work with and serve. Each and every one of us has our own worth and value. And it is in the spirit of humility and equality that we hear, learn and improve the most.

#### Together we succeed

We are successful when we collaborate, co-create, partner and work together.

Financial hardship can happen to anyone and for many reasons. Everyone's needs and situation are unique. We make no assumptions, no judgements.

Financial exclusion can be complex and complicated so we must work together with those we serve as well as other partners.

#### Impatient

We can't rest until financial security is achieved for all. To create change so that people can thrive we need to be proactive, take initiative, create momentum and drive forward with energy, determination and conviction. This sense of urgency is at the heart of our culture and all we do.

### How we work

### Our three strategic priorities:

Offer high quality information and support. We will be led by people experiencing financial insecurity, the communities we work with and our partners, and our improvement focused evaluation, to develop integrated services people need. Strengthen communities through place-based programmes. We will develop existing programmes and start new ones, designed by and rooted in communities across the UK. Led by local organisations and people with experience of financial hardship, we will address financial insecurity and economic injustice together. Help build a fair economy through systems change. Building on our data, insight and learning, we will campaign to build an economy that includes everyone and that we can all contribute to. We will work in partnership to create new systems that build financial security for all.

### Our three guiding principles:

Championing equity, diversity, inclusion and belonging (EDIB). We know black, Asian and minoritised ethnic communities, disabled people, women and those from LGBTQIA+ communities, are more likely to experience financial hardship. Being inclusive and creating belonging will be central to the way we run our own organisation, as well as the way in which we design and offer our services. **Upholding human rights.** No one should have to choose between heating their home or feeding their children. Our grantmaking, for example, addresses these wrongs and upholds people's rights.

### Working for a fair journey to net zero

economy. We will explore ways to support a transition to net zero in 2050 that protects people's employment and shares the benefits of a healthier, greener economy.

### Our three organisational foundations:

**Our culture.** We will model the change we want to see across the UK. Our work will be rooted in partnership, respect, humility and mutual support.

Our finances. We will make the best possible use of our assets and investments and ensure they are on a thoroughly ethical footing. We will improve the returns from our care home business, Elizabeth Finn Homes. **Our brand**. How we present ourselves and how we are experienced by everyone we meet is crucial for the delivery of this strategy. Our name – Turn2us – is both an invitation to people who need support, and a challenge to those in power, to listen to those voices of experience.

### What we do

Turn2us is a national charity offering practical help to people facing financial insecurity. In 2022:



**2.7 million people** completed a Turn2us benefits calculation.



**5.9 million people** visited our website for information to help them tackle financial shocks.



Turn2us made grants worth a total of **£3.4 million** for **3,454 people** in financial need.



**1.3 million people** used the Turn2us Grants Search.



Our Helpline received over **98,179 calls** from people needing support to access our services and those of others.



# The cost of financial insecurity



Half the people who came to Turn2us for support (according to a survey of more than 2,000 Turn2us service users, carried out between 15 June and 20 July 2022), reported being left with nothing to live on each week after paying housing, council tax and utility bills.

Nationally, nearly a quarter of people (**24%**) run out of money for essentials either most months or most days, according to a survey in February 2023 by Survation, on behalf of the <u>Together Through</u> <u>This Crisis Coalition</u> **7**, of which Turn2us is a member.



Since August 2021, the Consumer Price Index inflation rate has soared from **0.7%** to **10.1%** in January 2023, with gas prices rising by **129%** in the year to January 2023. <u>See the Office</u> of National Statistics data on inflation. **7** 



Those most likely to report feeling worried about these rising costs are women (81% compared with 73% of men); those aged 30 to 49 years (82%); people with disabilities (82% compared with 75% of non disabled people) and those who have children under the age of five (90% compared with 76% of non-parents). <u>See the Office of</u> <u>National Statistics to data on the</u> <u>cost of living.</u>



In 2022, there were an estimated **3.26 million** households in fuel poverty in England, which is projected to continue to rise to over **3.5 million** in 2023. <u>See the governments statistics</u> on Fuel Poverty.

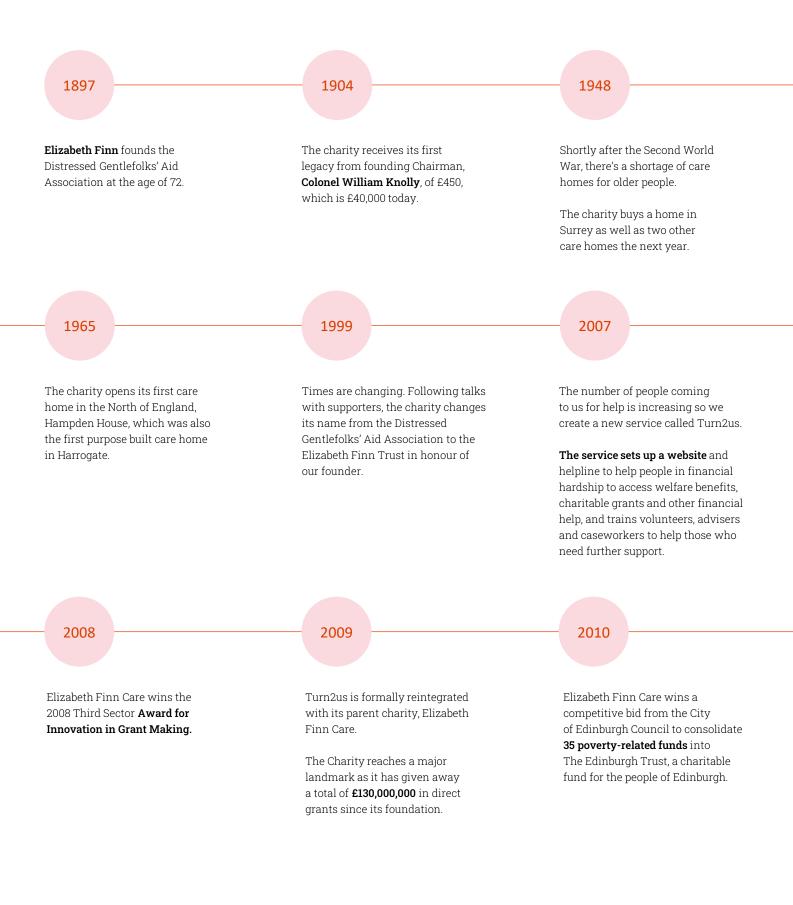


The demand for credit has risen sharply as people try to bridge the gap between their incomes and their needs. As a result, people in the UK owed **£1,832.8 billion** in personal debt at the end of December 2022, a figure up by **£72.3 billion** from the end of the previous year. <u>See The Money</u> Charity on their 2023 statistics. *⊐* 

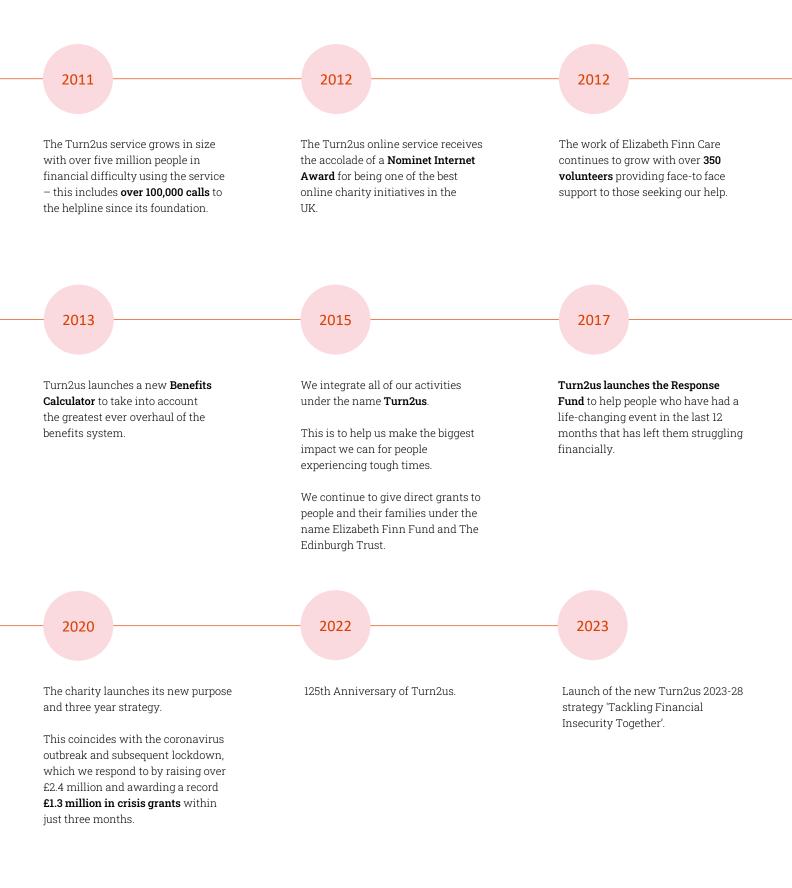


Poverty rates for minoritised ethnic groups have been consistently higher than for white ethnic groups over the past 25 years. Since 2000/2001, poverty rates amongst black people have remained around **40%**. This is twice as high as the poverty rate for the white ethnic group which has been around **20%** since 2003/04. <u>See the Joseph</u> <u>Roundtree Foundation on their</u> poverty rate statistics. ↗

### Our timeline



### Our timeline



### Matthew's story

"We try and cut back where we can over the school holidays because we aren't able to afford to go anywhere. Sometimes it feels like we are failing our children because we can't afford to take them on days out when on paper we have 'good jobs'."

**Matthew,** Turn2us service user



Matthew, Turn2us service user.

We are a single income household, my wife is training to be a nurse and I am a recently qualified teacher, we have two children. Our rent has increased, gas and electric has gone through the roof, fuel costs for us to travel to work keep going up. I never thought we'd be in this position but I got in touch with a Turn2us adviser who gave me the confidence to apply for more universal credit and showed me how to use the benefits calculator – and they also offered an understanding ear.

I think more people should speak up about their experience, so many people must feel alone just like we did. This is why I have been helping Turn2us with media interviews and telling our story in different ways, for example telling our family story as a graphic in The Big Issue. Finding different platforms to speak about being in work and still struggling helps get the message across that anyone can struggle, it's not our fault, but there is help out there.



Contact us: <u>recruitment@turn2us.org.uk</u> <u>www.turn2us.org.uk</u>



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