

Head of Central Services - Information for candidates

1.0 Introduction

This information is provided to seek to give prospective candidates information about the West London Mission (WLM) and our work and give clarity about the nature of the Head of Central Services' role. This is a significant appointment for West London Mission and the successful candidate will be joining us at an exciting time within the organisation's journey.

We would recommend that candidates also take time to look at our website which is at www.wlm.org.uk. If you have any questions, then feel free to get in direct contact – my contact details are at the end of this document.

2.0 About WLM and what we do

WLM is part of the Methodist Church and is 130 years old this year. From our start in 1887 WLM has always combined Christian worship and the delivery of social action. There are two churches within the WLM Circuit: **Hinde Street Methodist Church** is near Bond Street tube where WLM has its central office and **Kings Cross Methodist Church** which is directly opposite Kings Cross station.

Back in the Victorian era WLM ran food depots, clothing banks and soup kitchens. We also started the first ever crèche in the country where working mothers could leave their young children. During the 20th century, we developed our work with homeless people into running night shelters and day services to help people come off the streets, as well as specialist work with people coming out of prison and those with addictions.

This work expresses the faith of the churches, is governed by its members, and sits alongside other community projects run by church members. In all of this, we hold an inclusive Christian ethos, offering our services to all people regardless of their belief. We cherish the fact that WLM is a mixed community made up of people with a wide range of beliefs. We ask that all WLM staff and volunteers respect the Christian ethos in which our work and values are rooted.

On a practical level, one key way our Christian ethos is expressed is through our chaplaincy service which provides spiritual and pastoral support to our services in a creative and thoughtful way. A key strategic aim is that we integrate as effectively as possible our Christian ethos and connections with the church alongside the professional services that we run.

3.0 WLM's Mission and strategic objectives

Our Mission is to seek to transform the lives of people affected by homelessness, personal difficulties, offending or chronic addiction, empowering them to lead more fulfilling lives.

For more about our values and inclusive Christian ethos please see our website.

These are our current strategic objectives in our current business plan:

- 1) **Quality:** To ensure we deliver consistently high quality front line work that empowers our residents and clients.
- 2) **Growth:** To maximise the opportunities available to us to promote, grow and develop our work.
- 3) **Connecting:** To strengthen connections within WLM, with the Church and connect our work with wider issues of social justice.
- 4) **Enterprising:** To be enterprising and business-like in maximise income generation, invest in fundraising and being as efficient as possible to reduce costs.

4.0 Our Social and Community Services

Today, we run a wide range of professional social and community work services which seek to transform people's lives. Each has a Service Manager who is line managed by Jude McKee, our Director of Operations:

- **The West London Day Centre (WLDC)** is a day centre in Westminster which offers a range of services to help those sleeping rough to come off the streets. Between 80-100 people use the centre each day. The WLDC also operates as the hub for the **Westminster Winter Shelter** which works with 13 churches and the local synagogue to offer hospitality to homeless people every winter.
- **The Haven** is a specialist, registered care home which provides long term care for 27 men with alcohol dependency who have lived chaotic lives.
- **Big House** has 11 studio apartments for formerly homeless people and specialises in supporting those who have become homeless after leaving the armed forces. **Big House Clapham** has 6 flats which offer independent living to former residents of Big House who have served in the armed forces.
- **Highbury Counselling Centre (HCC)** provides a quality service for local people who need low-cost counselling and psychotherapy.
- **Katherine Price Hughes (KPH) House** provides supported accommodation and services to 20 ex-offenders, supporting them to manage behaviours that increase their risk of reoffending and successfully transition into the community.
- **St Luke's Hub** is a community space which focussing on digital and financial inclusion and hosts a wide range of community-focussed activities and groups.

5.0 Other areas of our work

In addition, WLM also has the following important areas of work:

- From our base and central office at **Hinde Street Methodist Church**, we host 68 different weekly '12 Step' fellowship groups. These focus on helping people in their recovery from addictive issues relating to alcohol, drugs and other issues. Over 200 people come to Hinde Street for these groups each day.
- We run a Student Hostel called **Methodist Chaplaincy House** in Kings Cross which is home for 26 students
- At **St Luke's** we are using the accommodation side of the building as a social enterprise to rent out the rooms at reasonable rates to bring in income to support our work at the Hub

6.0 The Head of Central Services role

The Head of Central Services role is a key role within the organisation. It is a relatively new role within WLM which was introduced to create a more joined up and integrated organisation. The current post-holder, Gary Robb, who joined us as Business Support Manager, has decided to leave after a successful six years at WLM.

WLM has a wide range of work and also operates as both a church-based organisation and a deliverer of specialist, professional social care services. All our Senior Managers have to be prepared to work across many different disciplines and be adept at operating in different cultures. They will also need to be comfortable liaising with residents and clients who are at the heart of what we do.

The key elements of the post are:

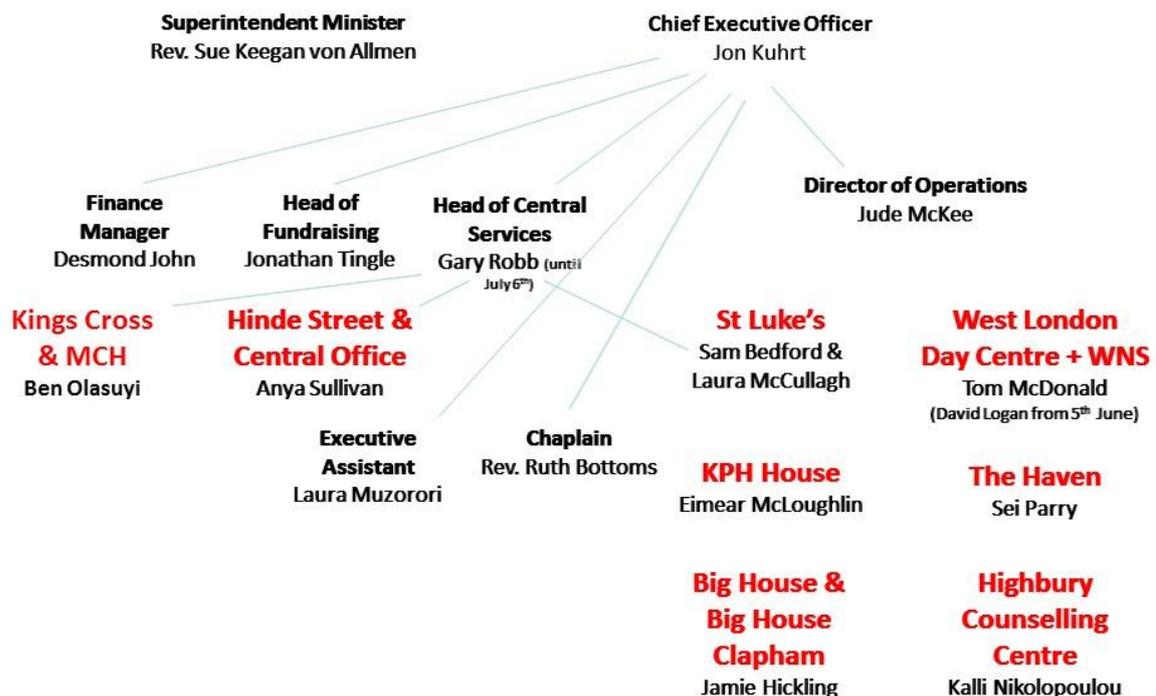
1. **Central Office management** – to line manage the Office Manager and ensuring that WLM's central office operates well and that the reception, room hire and administrative support to the ministers operates effectively.
2. **Management of Coordinators at St Luke's and MCH** – providing line management to the coordinators who manage the social enterprise operation at St Luke's and the student hostel and church premises at Kings Cross Methodist Church

3. **Property and building management** – working closely with a property consultant to ensure that all the buildings that WLM and its churches own, are managed and maintained well. To line manage a Facilities Coordinator who will undertake much of this – as well as aspect of 4, 5 and 6 below:
4. **Health and Safety (H&S) compliance** – ensuring that across WLM, a positive adherence to Health & Safety is maintained and developed.
5. **IT support and website maintenance** – managing the IT support contract that WLM has and also overseeing the technical aspects of WLM’s website.
6. **General problem solving and systems development** – being available to help solve problems and propose developments which improve how we do things. This would include new IT software that we could use and developing WLM’s procurement

This is a wide-ranging role which involves working across all the services listed above. It is an exciting opportunity to be at the heart of a values-based, dynamic organisation which has many great assets and makes a transformative difference in the lives of thousands of people every year.

7.0 Organisational chart:

The WLM senior management structure is as follows:



8.0 Who are we looking for?

As we recruit the Head of Central Services, we are looking for an all-rounder who is competent in a range of business functions. We want someone who believes passionately in what WLM stands for and what we do. They must be able to connect their practical skills in managing people, building and IT and other resources to work to ensure vital support to the frontline services WLM runs.

The successful candidate be able to build trust and connect with other managers and church members, as well as being able to hold staff to account, and challenge poor practice. They will join the Senior Management Team of WLM and have a central role in the organisation's future.

9.0 Further information

We hope this paper has been useful and along with the Job Description and person specification and website. If you any questions or would like to discuss the role with me then please get in contact with my Executive Assistant, Laura Muzorori. Her phone number is 020 7935 6179 ext 204 and email is laura.muzorori@wlm.org.uk and she can arrange a time for us to speak on the phone.

Thanks for your interest in West London Mission and we wish you all the best in your application.

Jon Kuhrt
WLM Chief Executive, May 2017