

St Martin-in-the-Fields Charity

Recruitment Pack – Policy and Best Practice Manager

A note from Angela D'Souza, Head of People and Operations

Dear Applicant,

Thank you for your interest in the position of Policy and Best Practice Manager with St Martin-in-the-Fields Charity. Our Vision is that everyone has a safe place to call home and the support they need to maintain it, and we are delighted that you are interested in being a part of that.

Influencing is a growing strand of our work at St Martin-in-the-Fields Charity. We seek to use the information that we have through the initiatives we fund and the work we do through the Frontline Network to improve the support that people experiencing homelessness receive and prevent homelessness wherever possible. We do this by making sure decision makers know what matters most, and what needs to change.

A key element of this work is leading our Annual Frontline Worker Survey. This research offers an insight into the issues that those on the frontline of homelessness support are facing, as well as good practice and solutions to respond to homelessness. Our last survey received responses from 1,182 frontline workers from across the United Kingdom. We use these findings to inform our own activities as well as to influence wider change, for example by presenting learning to decision makers and submitting evidence to Government consultations.

As the Policy and Best Practice Manager you will continue to develop our influencing work so that we share insights from across the Charity's activities and help inform action to address homelessness.

You will find a job description and role specification later on in this pack, along with some more information about us, and details of how to apply. I hope it gives you the information you need. Thank you and very best wishes.

Thank you for your interest and best wishes

About us

St Martin-in-the-Fields Charity exists so that everyone has a safe place to call home and the support they need. We support frontline workers and organisations across the UK. Our goal is that homelessness is prevented. But that when it does occur, people receive the best possible support that enables them to secure and keep a safe place to live. We do this by providing evidence-led funding, resources to support those working on the frontline and gaining greater support for solutions to homelessness.

The Charity is committed to developing a diverse, inclusive and culturally sensitive workplace and community for everyone. We will do so by fostering an environment that respects and values difference, where everyone feels welcome and confident to be themselves. We are proud to be an equal opportunity employer.

In recruiting for our team, we appreciate the unique contributions that every individual can bring without regard to race, ethnicity, colour, religion or no religion, gender, gender identity or expression, sexual orientation, national origin, disability or age. We actively welcome applications from people from marginalised identities, especially those with lived experience of homelessness.

VRF (Vicar's Relief Fund)

The VRF (Vicar's Relief Fund) helps people experiencing homelessness through small-sum, rapid response grants to prevent eviction or access accommodation. People can apply for up to £500, with grant requests usually processed within 1-3 days. Grants are given to individuals across the UK through frontline workers.

We provide grants for:

- Accessing accommodation – Rent deposits, rent in advance, admin fees, ID, or temporary accommodation costs
- Preventing eviction – Rent arrears, service charge arrears, Debt Relief Orders and bankruptcy fees or money to pay for a hoarding clean up

Grants to organisations

In addition to the VRF, we have developed a portfolio of nine funded partner organisations across the UK through two grant programmes (Frontline Fund and Mental Health and Homelessness Fund). We also have an ongoing funding relationship with The Connection at St Martin's, and have three research and development programmes.

More information about these grants can be found on our website – [The Frontline Fund, UK homelessness support | St Martin's Charity \(smifc.org\)](#)

Frontline Network

After the VRF went digital in 2014 we realised just how many frontline workers were accessing it and the range of roles that were represented by those supporting people experiencing homelessness. We saw this as an opportunity for us to do more. In 2016 the St Martin-in-the-Fields Charity set up the Frontline Network.

The Frontline Network aims to build relationships, share best practice, develop solutions, and communicate the experience and views of frontline workers.

We support workers from the public, statutory and voluntary sectors working on the frontline with those experiencing homelessness.

It's not about us. It's about frontline workers. We work with *frontline worker* ideas and expertise, finding ways to help their work. As part of that, we offer funding, community and resources. You can find out more about the Frontline Network at

www.frontlinenetwork.org.uk

BBC Radio 4 Christmas Appeal

For 96 years the BBC and St Martin-in-the-Fields have partnered to raise support from BBC Radio 4 listeners to help people experiencing homelessness. In the last two years the Appeal has raised over £9 million.

For more information, visit our Appeal page on the BBC website [BBC Radio 4 – Radio 4 Christmas Appeal](#).

Job description

Job title: Policy and Best Practice Manager

Responsible to: Head of Development

Line Management: None currently, but possibility of recruiting an Officer role as strategy develops.

Contract type: Full-time (35 hours a week); Permanent

Location: Central London. We offer flexible and hybrid working but office-based work will be essential on a regular basis.

Salary: £43,000 per annum

Benefits: includes 25 days holiday (plus bank and public holidays) with length of service increments, contributory pension scheme, flexible working options, enhanced staff wellbeing package.

Main purpose of role: Develop, deliver and lead the Charity's influencing strategy. We seek to use the information that we have through the initiatives we fund and the work we do through the Frontline Network to improve the support that people experiencing homelessness receive, by making sure decisions makers know what matters most and what needs to change.

Main duties and responsibilities:

Strategy

- Continue to develop the influencing strategy which focuses on three key priority areas related to frontline homelessness support:
 - Workforce development
 - Staff retention
 - Identifying the barriers and solutions to addressing homelessness
- Encourage colleagues across the Charity to engage with and support the delivery of the influencing strategy
- Work with the Impact Manager to develop monitoring and evaluation of influencing work
- Contribute to other inter-related strategies (for example, Communications, Impact, Grant-Making and Participation) to ensure that our influencing work maximises its potential

Stakeholder management

- Build relationships with our programmes to produce insight which can be used to influence
- Engage with key stakeholders working on our strategic priority areas (for example, funders, decision makers and colleagues in the homelessness sector)

- Support Frontline Network partners with their local influencing work (for example, providing feedback/advice on ideas, facilitating catch ups, attending partner meetings and local events as relevant)

Identify issues and solutions around our priority areas:

- Work with the Impact Manager and other colleagues to draw out recommendations for policy and practice based on our learning from across the Charity's activities and the wider Frontline Network
- Manage the Annual Frontline Worker Survey including questionnaire design, communications plan to gather responses, data analysis, findings write up and results dissemination including organising launch event
- Conduct additional primary and secondary research where needed to inform Charity activities and influencing (for example, leading calls for evidence on particular topics, keeping up to date with homelessness/sector news and reviewing key data and policy changes)

Influencing policy and practice around our priority areas:

- Influencing key stakeholders working on our strategic priority areas, for example by:
 - Sharing learning with key internal and external stakeholders
 - Publishing blogs and reports
 - Presenting at meetings and conferences
 - Responding to Government consultations
 - Developing resources and good practice guides for frontline staff
 - Supporting the Comms teams to secure media coverage and create content for social and digital media
- Identify where the voices of frontline homelessness workers may be missing from key debates and support their contribution where possible
- Work with the Fundraising and Comms teams to communicate key issues in homelessness to supporters and other key audiences to raise awareness and understanding

Other:

- Communicate back to frontline workers to share how their insights are being used
- Budget management for influencing
- Any other reasonable tasks identified by the Head of Development

Role Specification

Skills:

- Experience of research and policy analysis
- Can demonstrate effective written and verbal communications across a broad range of stakeholders and audiences
- Ability to build relationships internally and externally
- Experience of successful project management
- Experience of effective strategy development

Knowledge:

- Of homelessness, causes and solutions
- Of the homelessness sector and frontline organisations
- Of UK government policymaking

Behaviour:

- Can demonstrate flexibility of approach and can do attitude
- Curiosity
- Commitment to ending homelessness
- Ability to work independently
- Willingness to get involved in different activities and work with colleagues across the Charity and network with colleagues in the wider homelessness sector

Travel:

- Ability to attend events in London semi-regularly with due notice

How to apply

If you would like to join the St Martin-in-the-Fields Charity team as Policy and Best Practice Manager, please provide the following via our online jobs board:

- A current comprehensive CV (no longer than two A4 pages) outlining your key achievements in previous and current roles with details of two referees (who will not be contacted without your prior consent)
- A covering statement (no longer than two A4 pages) supporting how you believe your skills and experience match the requirements of the job description and role specification

Further information about the Charity and our activities can be found at our website - [St-Martin-in-the-Fields | UK homeless charity \(smitfc.org\)](https://www.stmartin-in-the-fields.org.uk)

If you have any questions about the role or the recruitment process, please contact Natalie King, Head of Development at natalie.king@stmartinscharity.org.uk

Closing date: Sunday 12 November 2023, 11.59pm

Interviews will be held in person at St Martin-in-the-Fields during the week beginning 20 November 2023.