



Leicestershire Cares

Job Description Moneywise Living Project

Job Title: **Neighbourhood Outreach Officer**

Job Purpose: To use our Power to Change approach to develop and provide direct support to young people, families and community groups who are suffering from poverty and to promote an awareness and greater use of energy efficiency.

Reports to: Head of Programmes

Type of Contract Fixed term Fulltime until 31st March 2026: Funded by UKSPF

Background and brief description of project.

Leicestershire Cares is an award winning, creative and results-orientated charity that works across Leicester, Leicestershire and Rutland. We work with local businesses, community, schools and local government to ensure that no one is left behind and all children and young people are supported to reach their potential.

The Moneywise Living Project is overseen by Reaching People, who have led a consortium to win UKSPF funding and the postholder will meet with their staff and other delivery partners as required.

Our role in the project has grown out of work we developed supporting people, in insecure and temporary housing. Many struggle to meet the bills and along with advising them on housing rights and finance issues, we are aware many should be able to save money by adopting a range of energy efficiency measures. For example, applying for insulation grants, changing suppliers, learning how to control boiler and radiators better, using energy efficient light bulbs and knowing their rights as tenants.

Main Responsibilities:

The postholder will use our “Power to Change” approach to support young people, families and community groups who are supported by our CYP team and our community partners to identify and tackle the issues that have led to them living in

poverty and will proactively promote energy efficiency. As with all our work the voices and lived experience of the young people and families we work with should help shape and drive the agenda. You will also seek to find opportunities for our business partners to add value to this work.

Project delivery.

Proactively build understanding of connections and relationships with a diverse range of young people, families and community groups in neighbourhoods, and communities across Leicester city who are homeless or in insecure, temporary or unsafe accommodation.

Proactively build connections and relationships with a diverse range of community and public sector bodies in neighbourhoods, and communities across LLR who can support young people and families you work with.

Provide direct support to young people, families and community groups in line with KPI's, both through one-to-one face to work and group and project activities.

With HoP, CYP team and business volunteers support community partners to develop their capacity, so they are better able to support these young people. This could vary from "knowledge and skills based support," to arranging for business volunteers to transform a spare room into in youth advice room.

Pro-actively build relationships with our business members and potential business members, identifying different ways they can support the development and delivery of your work.

Pro-actively seek to ensure work is conducted in an inclusive and participatory way that values diversity and inclusion and people we support have variety of opportunities to shape the development, delivery and evaluation of the work.

As and when required with team and young people develop and deliver training sessions for employee volunteers and community partners.

As and when required support CD and CYP teams developing young people and partners steering groups.

With team identify individual volunteers and firms who deserve to win Leicestershire Cares awards.

Ensure all relevant HR, health and safety, equal opportunities, data protection and safeguarding issues are understood and acted on across the work of the projects. This will include ensuring all DBS checks for volunteers are carried out when required.

As required work with Reaching people staff and partners and ensure all UKSPF processes and systems are followed and relevant deadlines met.

As and when required manage part time or volunteer staff.

Planning, monitoring, evaluation, reporting.

Develop a relevant workplan with key performance indicators and update on a monthly basis. This project will use the Charity Log data base.

Attend team meetings and monthly supervision to discuss progress against work plans. This will involve analysing what is working, what is not and what action needs to be taken. You will also disaggregate data on participants and outcomes so we are better able to understand who is benefiting from our work and actions we might need to take to increase diversity and inclusion.

Ensure you understand and implement donor reporting and record keeping requirements in line with internal and Reaching people/UKSPF reporting requirements and all milestones and deadlines are met. Quarterly and annual reports are prepared at the end of the financial year and or donor year.

As and when required provide “hard” and “soft” updates and case studies for CEO, board, current and potential donors.

Provide an annual report.

Finance and administration

Ensure you understand all internal and external administration and record keeping requirements and implement them across the project and are compliant with GDPR requirements.

Work with HoP, and finance staff to ensure all financial and Reaching people/UKSPF budget reporting requirements are understood and implemented across the project.

As and when required issue petty cash payments to participants for expenses and ensure all records and supporting information is accurate.

Communications.

Provide regular updates for our website and twitter /social media accounts.

As and when required produce or commission production of user-friendly briefings and updates on our work.

As and when required produce or commission production of PR materials such as folders and posters.

Promote the support of Reaching People/UKSPF for the project and as and when required participate in Reaching People/UKSPF promotional events.

General

Work constructively as part of the Leicestershire Cares team participating in team meetings, sharing relevant learning and collaborating on joint tasks as and when required.

Play an active role with other key staff in planning and delivering Leicestershire Cares week, two champions meetings and our annual awards ceremony.

As and when required take on additional duties and/or cover for colleagues as directed by the CEO.

Person Specification

Essential:

Good “grounded” understanding of youth and community practice and participatory models of development.

Good understanding of the complex issues that lead to poverty and the ability to support young people, families and community groups, in both one to one and in groups to understand, identify and act on key issues.

Ability to offer practical energy efficiency advice and support to people who are living in poverty and dealing with range of complex issues.

Ability to work in partnership with young people, families and community groups and ability to develop and deliver successful projects and initiatives.

Strong proven commitment to promoting diversity and inclusion in your work and proven ability to work with diverse groups.

The desire to work with the business sector so they are better able to understand and respond to community needs.

Experience of supporting and collaborating with volunteers.

Excellent organisational skills. The ability to organise and plan own work with minimal supervision, being able to “juggle” competing demands, set work plans, meet deadlines, produce timely reports and monitor and evaluate impact.

A good understanding of a variety of monitoring and evaluation techniques and ability to produce reports for donors.

Good admin and finance skills and ability to manage a small budget.

An entrepreneurial, inspiring “can do” creative and agile, problem solving attitude. Willingness to work two evenings per week and weekends as required.

Emotional resilience to cope with the stresses and strains caused by working with at risk/disadvantaged/ vulnerable groups.

Good communicator with proven ability to network, make presentations and build effective working relationships and partnerships with a wide range of stakeholders in education, employability, social services, community, local government and the business sector.

Willingness to develop new projects and initiatives and willingness to collaborate with other team members to write successful funding proposals.

Strong commitment to ongoing reflection and learning.

Full driving licence and use of car. Mileage is paid at current rate of 45p per mile.

A team player, who is willing to reflect, learn, share and if required challenge.

Confident IT user at ease with Microsoft packages, proficient with Word, PowerPoint and Excel.

Desirable

A relevant professional qualification.

Experience of working with business sector.

Experience of developing and delivering training sessions

Experience of collaborating with volunteers

South Asian Language skills