

## Region Leader

### Context

The Church is the focus of CAP's vision and, as such, we place great importance on how we interact with, equip and support them. This role will ensure that we fulfil our vision 'to see every UK Church passionately serving and including the poorest, whilst confidently proclaiming Jesus' across the UK. This role sits within the Church Network department and within the network team.

### Purpose

The Region Leader role exists to serve our partner Churches through excellent support of our network staff and services in their region. In line with CAP's aims and objectives they will work with the Head of England and Network Operations to set regional priorities and lead on the local strategy to deliver those priorities. They will ensure a strong sense of regional identity and unity, with strong relationships between AMs and centres. Collaboratively working across the organisation will be key to ensuring a consistent approach to how we serve the Church and our clients through excellent products and services.

### Passion

The network team is passionate about developing our relationship with churches and frontline workers to offer life transforming CAP services to local communities across the UK, whilst giving clients the opportunity to hear and respond to the love of Jesus.

### Personality

The network team is driven to enable and empower our partner churches to be the answer to some of the biggest problems society faces. They do this in a highly relational and collaborative way; striving to always work with excellence and compassion.

## Role:

Region Leaders will work to ensure the portfolio of CAP Debt Centres and Group Services is mobilising and empowering local churches to effectively serve and include the poorest, whilst confidently proclaiming Jesus.

### Accountabilities:

#### Leadership of services and frontline staff

- To provide overall leadership of services within their region; identifying areas to improve, creating and driving forward a strategy for excellence
- Working with the Head of England and Operations to formulate and agree regional plans and yearly priorities
- To manage, develop and provide leadership to a team of Area Managers ensuring they are supporting their centres with compassion, care and excellence

- To identify services in need of additional support through management information and the AM team, ensuring appropriate support is provided
- To live out and disseminate great CAP culture across the region - seeking to inspire, motivate and provoke frontline teams through excellent communication
- To be a key culture carrier of CAP's evangelistic and discipleship mission ensuring mission gets the time and attention needed to remain at the heart of all CAP do
- To collaborate with the Head of Mission and Evangelism Lead to shape the overall Network E&D strategy and support and equipping available for frontline staff and Churches
- To celebrate achievements and highlight success both within the region and to the wider CAP family
- To lead the region to engage well with the all opportunities to connect in to the central CAP organisation (e.g. events, attending conferences, supporting projects, PR and referral opportunities)
- To lead or assist on key events in the region including, but not limited to, United conferences, regional selection days and regional team days
- Ensure regulatory compliance for Debt Centres is adhered to and the quality of service delivered is maintained at a compliant level, in conjunction with P&C team
- Through AM team ensure frontline complete all annual regulatory compliance, including safeguarding declarations, audits and any other legal or statutory requirements
- When required, to take responsibility for investigating and resolving client complaints within their region
- Work alongside the Training teams to support the training of all new CAP service workers, including delivering training sessions for Equip training, webinars and other training each year as required
- To lead specific Network related projects which have UK wide impact (e.g. Covid, process improvement etc)

#### **Supporting future growth and new service openings**

- Work closely with the Church Partnership Manager(s) to identify and assist in opening new centres/services and ensure a good ongoing relationship
- To feed in local knowledge and expertise to help shape the opening strategies and priorities for future growth within the region

#### **Wider departmental leadership**

- To support the network leadership team - feeding into wider services strategy and operational decisions from a perspective of regional knowledge and understanding, that impacts all services and frontline
- To represent the network team on boards, committees and projects ensuring that the collective voice of frontline is presented
- Work with the Network Leadership Team in both shaping and delivering key departmental OKRs and ensuring these are then cascaded through the regional teams

#### **Collaborative working across CAP**

## Job Profile: Church Network / Network Team

- Create and maintain strong, respectful and supportive relationships with all Head Office departments and colleagues; internal networking being an essential part of this role.
- In partnership with External Affairs and in line with our referrals strategy; build relationships and promote the work of CAP with referral agencies at a regional level to increase the number of people seeking CAP's help
- Attend and potentially speak at some of the centre launch talks and other appropriate opportunities to promote CAP within the region

### Measurable Outputs:

Overall performance of the services within region to deliver all relevant KPIs, particularly:

- Completion of quarterly health audits across region
- P&C sign off targets achieved within region
- Achieve target numbers of people helped across services
- Achieve target % partnership satisfaction levels from church leaders/partners
- Achieve target % health score from network health survey
- Achieve target centre attrition levels across services in region
- Agreed partnership income % achieved
- Church Evangelism goals reached to target %
- % conference attendance
- Complaints dealt with in a timely fashion and at acceptable target
- Annual regional plan to be in place and targets achieved in each year

### Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

### Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

## Person:

### Education:

- A level education

### Experience:

#### Essential

- 3-5 years experience in a similar role
- Evidence and outworking of passion to tackle poverty and proclaim Jesus
- Experience of leading a diverse team to meet key objectives or targets
- Experience of having to work using your own initiative
- Experience of collaborative and partnership working
- Experience of having to meet deadlines or targets
- Evidence of passion for the poor and evangelism, and outworking of this
- Experience of training and developing effective individuals

#### Desirable

- Experience of delivering and arranging training sessions
- Public speaking experience
- Experience of managing a remote/dispersed team
- Experience of debt industry and knowledge of debt advice in UK

### Skills/Abilities:

- A proven leader who can inspire, influence and deliver results
- A proven networker and influencer
- A driven leader with a desire for excellence
- A proven ability to collaborate with others and work effectively in a matrix organisation
- A strategic thinker
- Able to prioritise time, tasks and attention effectively
- A confident communicator who promotes CAP's culture and values at all times
- Ability to challenge poor performance
- Ability to understand/sympathise with a variety of Christian denominations and streams within the UK
- Respectful, personable and friendly with good people skills
- Excellent communication at all levels - able to cascade key information to line reports and teams
- Ability to develop strengths, skills and motivation in others to maximise performance

### Christian Commitment:

### Job Profile: Church Network / Network Team

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

### Other:

The Region Leader will be expected to travel across the region and attend regular training, conferences and meetings.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

March 2021