



THE WARDS CORNER
COMMUNITY BENEFIT SOCIETY



COMMUNITIES & COMMUNICATIONS MANAGER JOB DESCRIPTION PACK



COMMUNITIES & COMMUNICATIONS MANAGER

Job description pack

Works alongside:	General Manager
Working Hours:	Part-Time 28 hours a week - including occasional events on Sat/Sun
Salary:	£37,500 pro-rata (80% FTE = £30,000)
Location:	Hybrid (working from home & various Tottenham locations)
Contract terms:	12 month fixed-term contract (extension dependent on funding)
Reporting to:	Chair, Wards Corner CBS

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1. ABOUT US

The Wards Corner Community Benefit Society (CBS) was established in 2022 in order to restore and manage Seven Sisters Indoor Market (Latin Village) and the historic Wards buildings to serve our two key beneficiary communities; the local community of Tottenham and the Latin American Diaspora of London.

Over the last two years, we have been working to turn 20 years' grassroots campaigning against demolition by corporate developers into a community led organisation capable of both delivering a multi million pound refurbishment, and operating the market and the building for community benefit for years to come.

In 2021, we secured a major victory when Haringey Council gave its support to the Community Plan and building-owner Transport for London committed to a long leasehold bidding process for trader-backed bids. Since then, we have attracted over £180k funding to resource the development of the CBS, our design proposals, the business plan and our operational model. We have gained national recognition as a successful community campaign and new model for urban regeneration led by and for the community.

After a period of intense re-organisation and volunteer-led activity, we are now ready to hire our first core staff. This is a great time to join the Wards Corner CBS as we refine our governance arrangements, develop our community programmes and prepare to take ownership of the Wards buildings and re-open Seven Sisters Indoor Market.



2. ABOUT THE ROLE

The Communities and Communications Manager (Spanish-speaking) will be responsible for the CBS Communities + Communications plan; dialogue and involvement of market traders, local businesses and local community organisations; membership development; volunteer programme and leadership development; delivery of programme of activities and events; social media, website and email communications; and grant funding applications, working closely with the General Manager, Trader Sub-Committee, Communities Sub-Committee and volunteers.

The Communities and Communications Manager and the General Manager will form a core staff team of two, who will support and develop multiple relationships within and outside of the CBS. These will include; market traders, local businesses, local residents, volunteers, local community organisations, the board, and key stakeholders including Transport for London and Haringey Council.

MAIN DUTIES AND RESPONSIBILITIES

The main duties and responsibilities of the Communities and Communications Manager include:

1. Developing, overseeing and updating a communities & communications plan as part of the CBS one and five year plans, working closely with the General Manager
2. Establish, develop and support the Trader Sub-Committee and Communities SubCommittee.
3. Building dialogue with market traders via dedicated regular communications and



engagement, facilitating trader involvement and decision-making in key matters.

4. Building dialogue and partnerships with other local businesses and community organisations, including with potential building tenants.

5. Building the wider membership of the CBS, ensuring it is rooted in Tottenham's diverse local communities and London's wider Latin American communities, through a range of methods and approaches (e.g. door knocking; street stalls).

6. Developing and overseeing an inclusive and empowering volunteer and leadership development programme, focusing in particular on members of the community who experience racial and economic oppression.

7. Designing and overseeing a programme of activities and events to build community involvement in key issues and decisions and to deliver community benefit in line with CBS plans (e.g. Family Fiestas; Latin American playgroup; open meetings), working closely with volunteers and paid workers.

8. Input into and coordination with technical work to secure a long lease of the Wards buildings, coordinating with the Bid and Operations Sub-Committee, consultant Bid Manager and wider consultant team as required

9. Maintaining email lists and coordinating a regular newsletter for traders, volunteers, members and supporters

10. Updating the CBS website and social media accounts



3. PERSON SPECIFICATION

	Essential (E) / Desirable (D)
Skills	
Excellent written and oral communication skills that can be adapted for a variety of audiences	E
Confident in speaking and writing Spanish	E
Strong management, collaboration and partnership building skills	E
Good negotiating, influencing and conflict resolution skills	E
Strong organisational, administrative and time management skills	E
Ability to work independently and manage own workload	E
Practical skills in IT, social media, website and mailing software	E
Ability to think creatively to design and facilitate engaging events	D
Experience	
Experience of building effective relationships, collaborations and partnerships with grassroots community and/or small business groups and organisations	E
Demonstrable experience in designing, implementing and managing programmes, projects and events with community groups and volunteers	E
Experience of facilitating workshops and group conversations	E
Experience of supporting groups of people to design and run community focused projects and events	E
Experience in creating social media, web content and other communication materials to tell a story and build an audience	D
Knowledge	
Excellent organisational skills	E
Knowledge of the issues facing Tottenham and the Wards Corner community in Seven Sisters	D
Attributes	
A commitment to integrate equal opportunities principles and antidiscriminatory practice in all aspects of the work	E
Flexibility	E
Empathy	E



4. HOW TO APPLY

To apply, please email your CV and a cover letter explaining your motivations for applying and how you meet the criteria for the position to hello@wardscorner.org by midnight Sunday 18th February.

If you have any questions about the role, or would like an informal chat, please contact us at hello@wardscorner.org.

DIVERSITY MONITORING

The Wards Corner CBS is committed to recruiting, retaining and developing a workforce that reflects the diverse communities that we exist to benefit. We therefore wish to collect and analyse diversity information as part of our applications process so that we can ensure our HR processes are fair and transparent.

When applying for the role, please also fill out the separate diversity monitoring form. Any information you supply will be kept separate from your application.

You can find the form [here](#).

PRIVACY NOTICE

Please read our privacy notice for job applicants [here](#).