



CHANGE PLEASE
COFFEE

Regional Programme Manager

Change Please is a social enterprise, we have grown from a small cart selling coffee in Covent Garden in 2015 to an international business. We aim end homelessness in every market we're in. We use all the profits from our award-winning coffee sales to achieve this aim; whether it's coffee sold via our wholesale clients; through our website and high street supermarkets or through our own Retail sites.

This, and the money raised by our fundraising team, allows us to support people experiencing homelessness by providing barista training, living wage employment, access to counselling, therapy, financial wellbeing and guidance, housing support, and onward employment opportunities with our incredible partners. We are about doing business better.

At Change Please we exist to challenge stereotypes, to breakdown walls and kick open doors for those who may struggle to open them. It's not about handouts, we want to harness the potential within everyone and enable them to be the best version of themselves. We partner with organisations to help them bring their social value pledges to life and enable them to make a difference to people from diverse and marginalised groups and local communities.

We need Changemakers in our team who are passionate about coffee, people, teamwork and making the world a little better.

This is a hugely exciting time to join, as we continue to scale up and delivering impact in Ireland is a critical next step in our mission to end homelessness through jobs and coffee.

Interested?

Role Objective

To help us roll out the Change Please Foundation into, and across, the Island of Ireland. We have a proven blueprint and a model that works; we intend to deploy Change Please' model of Impact into Ireland, which will allow us to widen our reach. We need to build strong working relationships with referral partners, local authority bodies and onward employment partners to allow our model to work. We will be looking to set up an 'Impact Infrastructure' in Dublin with a move to Belfast following that.

People that are homeless and with barriers to work will have an opportunity to change their lives through our programme, no longer looking in from the fringes of society but back inside with work, a home, and a sense of pride.

Location

This role will be based in Dublin with travel to other locations across Ireland & Northern Ireland likely. There will also be some travel to London occasionally involving an overnight stay.

We appreciate some applicants may have caring commitments and will therefore aim to support where possible, giving you plenty of advance notice for travel dates, to mutually agree on these dates together and be as flexible as possible with travel times



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Responsibilities

- To forge relationships with a variety of referral partners, including charities and Job Centres. These relationships will encourage case workers/work coaches to refer their beneficiaries to our service and training programme.
- Once we have referrals, you will recruit those that are suitable and work-ready to become trainees. For any that are unsuccessful, exploring when will be the best time for them to return with the referral partner and sign posting where needed.
- To fully support the trainee Journey; our traditional model is 3 months. Working closely with the Lead Trainer, Impact team, referral partners and volunteers. This will include running inductions and creating rotas for the sites the trainees will work at.
- Some of the trainees will be more vulnerable with external factors potentially impacting their performance whilst training, you will assist with these factors which may include applications for state benefit/credit, housing and arranging counselling/therapy.
- To deliver workshops, including CV writing, presentation skills, preparing for interview and arranging mock interviews.
- To visit our employment partners and seek out job opportunities for graduate trainees. This could be paid work experience, internships, secondments or permanent jobs.

Key Skills and Attributes

- He/She/They will need a Positive, 'can do' attitude! That's how we'll change the world.
- A Team Player. Whether within the Foundation team, the broader Change Please team or engaging with other internal and external stakeholders. We need someone who will work positively with everyone.
- Resilience! We're a rapidly growing and evolving business. Things can come at you from all angles, we need someone who can embrace and thrive in that environment! It is at times ever-changing so you will need to be ok with changing direction at short notice.
- Keeping our service users at the heart of all we do is paramount. We need someone who has a track record of demonstrating that every single day. Working with marginalised communities and understanding that each trainee will require tailored interventions and support, and then providing them with this this.
- Experience of employability support and moving service users into permanent jobs to ensure they can access long term housing.
- Sustaining the employment, this is a vital part of the role because many of the trainees many have not had a job before, or one in Ireland. Change Please help raise awareness and educate employment partners, providing them with support to ensure a trainee does not lose their job.
- Building relationships, you build these with the referral partners and onwards employers, who are often keen to make donations and/or volunteer.



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A note about Change Please job descriptions

A job description is an outline of this role, setting out the main responsibilities and the skills, knowledge and experience required. It is not intended to be a complete detailed account of all activities involved. We would encourage anyone who has experience that would match this role and wants to join our movement to get in touch.

Change Please is an equal opportunities employer and, as such, we would encourage anyone, from any background, who feels they can excel in this role to come forward. We would welcome applications from individuals from diverse backgrounds or underrepresented communities. We believe in the power of diverse representation and lived experience of barriers to work including leaving the care system and homelessness.