Job Description for Head of Social Transformation

Job profile	
Job title	Head of Social Transformation
Team/Department	Love Your Neighbour
Reports to	Rev Alex Coakley-Youngs (Vicar for All Saints Church)
Principle Location	Harbour Church Portsmouth
Travel required	Minimal, within local area
Work pattern / hours	35 hours a week, Monday-Friday
DBS check required (Yes/No)	Yes
Special conditions of employment	None
Date written/updated	Updated August 2026
Employment Dates	January 2027

Role context

The vision of Harbour Church Portsmouth is to play our part in making Jesus known, the church alive and the city transformed. Each member of staff plays a key role in contributing to our vision. Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture.

Role purpose and objectives

The purpose of this role is to ensure Harbour Church is playing its part in the transformation of the city through the management and development of our Love Your Neighbour (LYN) projects.

The role will assess, run and develop initiatives and projects based on measurable impact in Portsmouth. The postholder will work with the clergy, staff and PCC to build strategic responses to crises as they develop.

The role will engage with other local agencies, churches and charities to ensure we are best meeting the needs of those in the communities we work with. The postholder will work to recruit volunteers to the various LYN teams and projects.

Future Plans

The postholder will work with the clergy team to develop the 'Harbour Hub' by Easter 2027. The Hub will expand on the already successful Foodbank service and cafe and will offer wider support for clients and provide a pathway into church.

The role will work to build a new pastoral system for supporting a large volunteer team of around 65 people.

Key Stakeholder Links

- Hope Church Hub – Foodbank
- 'Silva' in the running of the Haven project, run from All Saints Church
- Other charitable groups who offer services to the local community from All Saints Church

Key responsibilities

Love Your Neighbour – General Responsibilities

- Lead and manage the LYN volunteer team across all projects, including recruitment, induction, training, team development, rotas, team nights and ongoing volunteer support.
- Develop, implement and regularly review appropriate policies and procedures to support the safe, effective and consistent delivery of LYN projects.
- Work with Harbour staff, supporters and external partners to identify and secure appropriate funding for LYN projects and activities.
- Collect, maintain and analyse meaningful quantitative and qualitative data, including client, guest and recipient feedback, to demonstrate the reach, quality and impact of LYN projects.
- Ensure regular impact monitoring and reporting is completed accurately and within agreed timescales.
- Develop and maintain positive relationships with relevant local and regional networks, including the Food Support Network, Tackling Poverty Partnership Group, Revitalise Trust and the wider LYN network, sharing learning and identifying opportunities for collaboration.
- Work closely with the Safeguarding Officer and Clergy to ensure safeguarding policies, procedures and best practice are embedded across all LYN projects.
- Work collaboratively with colleagues and other Harbour project and ministry teams where there is crossover, ensuring activities, resources and volunteers are coordinated effectively, avoiding duplication and making the best use of available resources
- Ensure all projects operate in accordance with relevant Harbour policies, health and safety requirements, food safety standards and other regulatory requirements.

Safe Harbour

- Lead and manage the Safe Harbour project, coordinating the delivery of weekly community meals within agreed budgets and ensuring appropriate staffing and volunteer support.
- Coordinate volunteers and team members to ensure meals are prepared, served and delivered safely and effectively, providing a welcoming and inclusive experience for guests.
- Build relationships with local support organisations and facilitate opportunities for guests to access advice, information and additional services alongside the meal provision.
- Regularly review the service and seek opportunities to improve the quality, accessibility and overall experience for guests.
- Work collaboratively with other community meal providers and partners to share good practice and contribute to improving services across the Portsmouth network.

Food Bank

- Lead and manage the Food Bank service, coordinating the provision of emergency food and essential household parcels within agreed procedures and resources.
- Coordinate and support volunteers to ensure food parcels are prepared and distributed safely, efficiently and with dignity.
- Build relationships with referral agencies, Food Bank partners and other support organisations to ensure recipients can access appropriate additional support and services.
- Regularly review the service and identify opportunities to improve the experience, accessibility and outcomes for clients.
- Work collaboratively with Food Bank partners and other local organisations to strengthen provision and contribute to improved food support services across the Portsmouth network.

Love Christmas

- Lead the planning, coordination and delivery of the Love Christmas project across Portsmouth.
- Recruit, coordinate and support volunteers involved in the project, ensuring they are appropriately briefed and supported.
- Work with local churches, community organisations, businesses and other partners to maximise the reach and impact of the project.
- Coordinate resources, activities and logistics to ensure the project is delivered effectively, safely and within agreed budgets.
- Capture and report on the impact of the project, including feedback from recipients, volunteers and partner organisations.

Fundraising

- Hold the reporting of outcomes with current funders.
- Work with our Operations Team to develop regular donor engagement, ensuring that all donors are kept up to date with the work being undertaken through Love Your Neighbour.
- Work with colleagues to apply for new sources of funding for the Love Your Neighbour projects.

Safeguarding

- Harbour Church is committed to promoting a safe environment and culture for children, young people and vulnerable adults. A key part of this role will be working with the Safeguarding Officer and Clergy to ensure best practice is followed in all activities.
- For reference, the following policies are available on request:

Safeguarding Policy
Whistleblower Policy
Safer Recruitment Policy
Recruitment of Ex-offenders Policy
Privacy Notice

Skills, knowledge and experience required for the job

Essential

- A passion to play a part in the vision of Harbour Church
- A desire to see lives changed and needs met
- A strong set of pastoral skills
- Ability to lead a team of volunteers, providing vision and dealing with conflict when needed
- Reliable and proactive team player
- A professional approach to all communications
- Strong administrative skills and ability to problem solve
- Excellent logistical skills and strong attention to detail
- Ability to learn new skills and adopt technical knowledge
- Ability to follow and develop processes to meet end goals
- Committed Christian
- Sense of humour and fun
- Proficient Microsoft Office Skills

- Ability to prioritise and co-ordinate work loads
- Flexible attitude
- Budget management

Desirable

- Previous experience operating in a similar context and working within a social action ministry

Working environment

To play our part in making Jesus known, the church alive and the city transformed, we have five core values as a staff team, we are:

Honouring
Enthusiastic
Authentic
Reliable
Together

Our team of around 20 clergy, staff and full-time volunteers, work across all three churches to see our vision for the city of Portsmouth reached

Work expectations

- Working hours are 35 hours per week, Monday – Friday.
- The role holder must be available to work at a selection of key events at Harbour Church which could include Christmas and Easter events.
- Available to work at Focus (the church holiday in the summer, one-week duration)
- Attend morning staff meetings on Tuesday and Thursday (dependent on working days)
- It is expected that staff members will be active members of Harbour Church including Sunday services.

Employment terms

- Annual salary: £28k per annum, pro rata.
- Enrolment in our NEST pension scheme.
- 25 days holiday per annum, pro rata.