

Job Description

Job Title: Project Manager (Outreach Community Engagement)

Programme: C-Change in Action

Salary: £35,000 per annum

Hours: Full-time, 37.5 hours per week (including weekends and occasional evenings)

Contract: 3-year fixed-term contract (subject to funding)

Location: Hounslow / Hillingdon

The postholder will be primarily based in either Hounslow or Hillingdon, with community outreach delivery across that borough. There will be regular cross-borough working to support collaboration, joint activities, events, and shared learning.

Reports to:

Chief Executive, C-Change West London

About C-Change West London

C-Change West London (CCWL) is a legacy organisation from the Heston West Big Local programme. We work across Hounslow, Hillingdon, Ealing, and Spelthorne to empower individuals to improve wellbeing, build confidence, and develop skills through volunteering, education, and community action. Our mission is to remove barriers and ensure all residents—especially those most excluded—have the opportunity to thrive.

About the Role

As part of our C-Change in Action Programme, we are recruiting two Project Managers (Outreach Community Engagement) to lead our work across Hounslow and Hillingdon.

Funded by **The National Lottery Community Fund's Reaching Communities Programme**, the postholder will play a central role in connecting residents, local organisations, and partners, helping to build stronger and more inclusive neighbourhoods. Working at a grassroots level, you will co-design and deliver community and youth-focused activities that bring people together, build confidence, and open up new opportunities.

This role has a strong focus on youth engagement, working with young people aged 15–25, including those who are not in education, employment or training (NEET), home-educated, excluded from mainstream education, young carers, or facing mental health and social barriers, as well as youth project participants and volunteers. You will support young people to progress through CCWL's pathway: **Participation** → **Volunteering** → **Leadership** → **Employment**.

The role includes leading multiple community and youth projects, many of which take place during evenings and weekends. Weekend working is an essential requirement of the post. You will also line manage junior staff, sessional workers, and freelance practitioners.

Although primarily based in one borough, the role involves regular cross-borough working between Hounslow and Hillingdon.

Key Responsibilities

1. Community Engagement and Outreach

- Lead grassroots outreach across Hounslow / Hillingdon through schools, faith centres, youth settings, community groups, and local events.
- Build trusted relationships with young people, families, and underrepresented communities.
- Work closely with local charities, schools, colleges, universities, and businesses to co-create inclusive activities.
- Identify community priorities and opportunities to reduce isolation and build local pride.

2. Youth Engagement, Programme Delivery and Co-Design

- Lead and deliver youth and community projects, many taking place during evenings, weekends and holidays.
- Support residents and young people to co-design and lead activities including youth social action, creative projects, and wellbeing programmes.
- Coordinate and deliver events, volunteer initiatives, and community activities.
- Help establish new sustainable, resident-led community activities.
- Capture stories of change through film, podcasts, and case studies.

3. Supporting Progression and Pathways

- Mentor young people and residents through CCWL's pathway model—Participation → Volunteering → Employment.
- Support NEET young people, youth project participants and volunteers to access further education, apprenticeships, and job opportunities.
- Encourage personal development by helping participants build skills, confidence, and resilience through engagement.

4. Partnership Building and Collaboration

- Build strong partnerships with local authorities, schools, GP networks, and voluntary sector organisations.
- Develop links with local colleges, universities, and businesses to create new opportunities for residents.
- Represent CCWL at partnership meetings, community forums, and local events.

5. Project Leadership, Line Management and Team Support

- Lead multiple projects within the Reaching Communities programme.
- Line manage junior project staff, sessional workers, volunteers, and freelancers.
- Support team development, reflective practice, and quality delivery.

6. Monitoring, Evaluation, and Reporting

- Track engagement numbers, participation levels, and progression outcomes.
- Support reporting requirements through data collection, feedback, and case studies.
- Contribute to quarterly and annual reports for trustees, funders, and partners.

7. Safeguarding, Inclusion, and Wellbeing

- Ensure all safeguarding, health and safety, and data protection procedures are followed.
- Promote inclusive, safe spaces for all participants and volunteers.
- Uphold CCWL's values of **Empowerment, Integrity, Learning, and Responsiveness**.

8. Additional Responsibilities and Organisational Contribution

- Undertake additional duties consistent with the role, as agreed with the Chief Executive Officer.
- Support the planning and delivery of community trips, visits, and off-site activities.
- Work alongside the CEO on project planning, coordination, and budget monitoring where appropriate.
- Contribute to new project development and organisational growth.
- Build and maintain positive relationships with residents, young people, schools, community organisations, local authorities, and funders.
- Act as an ambassador for CCWL and to represent the organisation at external events and meetings.

Person Specification

Essential

- Previous volunteering experience
- Experience engaging and supporting residents in diverse communities.
- Demonstrated ability to deliver community or youth-focused projects.
- Experience working directly with young people, including those facing disadvantage.
- Excellent presentation, facilitation, and communication skills.
- Strong organisational and time-management skills.
- Demonstrable experience of planning, delivering, and leading community engagement activities and events.
- Ability to create social media and digital content to promote activities, events, and case studies.
- Confidence using social media platforms to engage communities and share impact.
- Empathy, kindness, and strong listening skills, with the ability to build trust and respond sensitively.
- Passionate, proactive, and motivated, with a commitment to youth empowerment and community development.
- Ability to build trust and work effectively with people from all backgrounds.
- Understanding of community development, inclusion, and co-production.
- Organised, proactive, and confident working independently and as part of a team.
- Experience supervising or coordinating staff, volunteers, or freelancers.
- Ability to work weekends and occasional evenings.
- Commitment to safeguarding, equality, diversity and inclusive practice.

Desirable

- Lived experience of the communities or challenges the role seeks to support.
- Experience supporting NEET young people or those facing barriers to education or employment.
- Understanding of youth progression or participation-to-employment pathways.
- Experience line managing staff or freelance workers.
- Familiarity with Hounslow and/or Hillingdon communities.
- Experience collaborating with schools, colleges, or local employers.
- Understanding of monitoring, evaluation, and impact reporting.
- UK Full Driving Licence

Terms and Conditions

- **Salary:** £35,000 per annum
- **Hours:** 37.5 hours per week (occasional evenings/weekends)
- **Contract:** 3-year fixed-term
- **Location:** HQ based at Cranford Community College.
Role based in either Hounslow and Hillingdon, with some cross-borough work
- **Annual Leave:** 25 days plus public holidays
- **Probation Period:** 3 months
- **Pension:** Employer contribution included



C-Change West London is an equal opportunities employer and is committed to building a diverse, inclusive, and accessible organisation. We welcome applications from people of all backgrounds, communities, disabled people, and those with lived experience, particularly individuals who are underrepresented in the voluntary and community sector.

Job share arrangements will be considered, and we are open to flexible working where this supports accessibility, inclusion, and wellbeing.

If you require any reasonable adjustments during the recruitment process or would like to discuss the role informally, please feel free to get in touch with us. We are happy to answer questions and support applicants to apply.