



The Glass-House
Community Led Design

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8th December 2020

Dear Applicant,

Thank you for your interest in working at The Glass-House Community Led Design.

To ensure that you provide all of the information that we require to assess your application, please read the following information carefully.

Application process

In this application pack you will find:

- Job description
- Person specification
- Conditions of Employment
- Link to [online Equality and Diversity Monitoring Form](#)

We recommend that you read the information material carefully and that you have a good look at our website www.theglasshouse.org.uk to gain a better understanding of the work that we do.

Your application should include:

- A personal statement on why you would like to work at The Glass-House and what you could offer us and the role, with reference to how you fulfil the person specification (no more than 2 sides A4)
- Your CV (no more than 2 sides A4)
- URL to or PDFs of up to 3 relevant examples of your work
- [Equality & Diversity Monitoring Form](#) (to be completed online)

Please ensure that all files sent to us via email are in Word or reduced size PDF format. Please also confirm that you have the right to work in the UK.

Please send us your application by e-mail to info@theglasshouse.org.uk by **12 noon on Friday 8 January**. If you have any questions about this role, please contact us at the email address above before 18 December, when our office will close for the Christmas period.

Interviews for this post will be held on Tuesday 19 January 2021. Interviews will be held virtually via zoom.

We look forward to hearing about you and what you might bring to The Glass-House.

Yours faithfully,

Sophia de Sousa
Chief Executive

Design Champion

Contract: 28 hrs/week
Initial fixed 12-month contract with potential to extend (Start date Jan / Feb 2021)

Salary: £27,000 - £30,000 per annum (pro rata) depending on experience

Annual Leave: 25 days per year (pro rata), plus the days between Christmas and New Year

Pension: 8% employer contribution

About The Glass-House Community Led Design

The Glass-House Community Led Design is a national charity that supports communities, organisations and networks to work collaboratively on the design of buildings, open spaces, homes and neighbourhoods.

We see design not only as a tool for creating great places, but also as a way to connect people and empower them with enhanced confidence, skills and a greater sense of agency.

The Glass-House works openly and collaboratively across disciplines and sectors to develop research, projects, events and practical resources. We are committed to sharing the learning from our work to help affect change for people, places and practice.

With two decades of experience of supporting people, projects and places, we constantly explore how we can continue to make a difference through our support and outreach. As well as looking towards the future, we are revisiting past projects and bringing together our approaches and tools with the long-term goal of making them publicly accessible to inspire a bigger audience to put people at the heart of places.

This sits alongside our regular activities, which include: working with communities on their live projects; developing capacity building workshops and resources for communities and professionals; collaborative action research; and leading and participating in interactive events and sharing activities across sectors.

We are recruiting a new member of The Glass-House team to be our Design Champion. With a qualification in architecture, urban design or other place-based design discipline, this person will play an active role in the development and delivery of our place-based support, training, events and our action research, as well as our resources. This role champions the power and importance design, and making it accessible and inclusive, across all of our work.

At a moment in which we are developing new ways of working using digital platforms and technologies, we are particularly interested in recruiting someone with an interest in exploring the interplay between face-to-face and online design engagement and capacity building, and the ability to work comfortably in both spheres. Successful candidates will work directly with The Glass-House Chief Executive, colleagues and partners in our small, flexible team.

We are initially offering a fixed-term contract for one year on a part-time basis, but with the potential to extend the role and contract further.

Job Description & Areas of Work

Design Capacity Building and Enabling

Using your design expertise, play a leading role in Glass-House work to champion great design and to build capacity in community-led, participatory and collaborative design processes.

Responsibilities

- Work with colleagues, partners and enablers to design and deliver practical support (such as Design Training, workshops, study tours) to build design capacity in the communities in which The Glass-House is working.
- Work with colleagues, partners and enablers to design and deliver practical support to build capacity among professionals to engage communities in effective and inclusive design processes, across Glass-House work.
- Develop clear and accessible resources to help build capacity in design and design engagement for both communities and professionals.

Action Research

Contribute to the development and delivery of both internal and collaborative action research at The Glass-House, with input of design, engagement and visioning expertise to support the innovative, evidence-based approach of The Glass-House.

Responsibilities

- Bring strategic and practical support to championing design quality and to building design capacity of communities and professionals within Glass-House research projects.
- Help produce accessible resources for use within Glass-House research, working to ensure that these can support The Glass-House mission and practice beyond the life of individual research projects.
- Help capture work and key narrative(s) from design research activities and work with colleagues to produce material to capture activities and impact.

Glass-House Resources

Work with The Glass-House team to build The Glass-House resource bank of practical tools, guidance, stories and case studies etc. In order to do this, you will work with colleagues to:

- Research and organise internal data systems to extract key evidence, stories and quotes, and to organise and edit images.
- Carry out research (both desktop and interviews) on past projects. Update information and stories on groups' projects, and assess the impact of Glass-House support to projects.

- Identify, organise and update key methods, tools and resources that we have used over the years in supporting both communities and professionals.
- Produce accessible and engaging resources to help share our learning and build capacity within communities, practice and academia.
- Work with colleagues to produce and resource an ongoing narrative (in blogs, newsletters, social media etc.) to share the work we are doing on the archive with our audiences.

Administration

This role brings with it some essential administrative tasks to contribute to the smooth running of the organisation.

Responsibilities:

- Help ensure that all activities are suitably managed, captured, monitored and evaluated.
- Monitor all income and expenditure in relation to work carried out on project-based activities and report relevant information to the Finance Officer/bookkeeper and the Chief Executive.

Contribute to the work of The Glass-House team

As a member of The Glass-House team, you will:

- Act as an ambassador and enabler for the organisation.
- Research and build relationships with relevant networks, organisations, agencies and universities to support Glass-House programmes.
- Implement Glass-House policies, including diversity and health and safety.
- Provide support to colleagues as and when necessary.

Person Specification

Candidates must have a passion for the connection between people, place and design, and for empowering communities to play an active role in shaping their places. They must also be confident about working with people from different sectors and disciplines, and from diverse communities.

Above all, our Design Champion must be passionate about the power of great design to transform places, and about the role of community-led, participatory and collaborative design processes to improve place quality and to build social capital.

Our ideal candidate will bring together design expertise, with excellent communication and facilitation skills, and be able to produce visually clear, accessible and compelling information and resources. Our Design Champion must also enjoy working with different types of media and be willing to experiment with new platforms and programmes.

We recognise that the work of The Glass-House is highly specialised, and that candidates may therefore not have experience that exactly matches our work. Our successful candidate will be able to demonstrate relevant skills and experience, and both an understanding of our values and objectives, and a passion for the work that we do.

We see this role not only as a job, but as a space to learn and grow as a specialist in our field.

Essential experience

- A qualification in architecture, urban design or other relevant design field
- Demonstrable experience of working with communities on design projects and/or facilitating design workshops and events
- Demonstrable experience of producing material to illustrate design concepts and ideas in accessible and inclusive formats and to help make design processes and activities more engaging and empowering
- Demonstrable experience of compiling and editing information for public consumption with excellent attention to detail
- Knowledge and experience of working with Adobe Creative Cloud software, including Photoshop, InDesign or comparable graphics packages
- Proven track record of working to and meeting delivery targets

Preferred experience

- Knowledge and experience of working with video and audio
- Experience of website administration (we use Wordpress and Weebly)
- Experience of managing print production
- Demonstrable experience of planning and managing budgets and financial information

Personal attributes and skills

- Ability and confidence to communicate effectively with both community groups and professionals, developing appropriately targeted outreach strategies, and handling public enquiries from all levels of society
- Excellent verbal, written and graphic communication and presentation skills, with meticulous attention to detail
- Excellent administration and organisational skills with ability to organise and prioritise workloads
- Flexible, with a 'can-do' attitude

Conditions of Employment

The position will be part-time (28 hours/week) with a three-month probationary period. We are happy to be quite flexible about how these hours are spread across the working week, as long as the schedule is agreed with the line manager and duties are fulfilled.

The Glass-House office working hours are generally 9:30am to 5:30pm. The post-holder must be willing to occasionally work outside normal office hours including evenings and weekends (time off in lieu will be granted for additional hours worked).

The position will be based at The Glass-House Community Led Design office, currently at 2 Wardrobe Place, London EC4V 5AH.

The Glass-House team is currently working from home due to Covid-related social distancing measures. Once such measures are lifted, we plan to implement a flexible working approach that would allow for some working from home, but that would generally anticipate at least two days per week at The Glass-House office, or out on location for projects or events.

Some travel to meetings and events may also be required. As a national charity, travel does occasionally require overnight stays.

Given the current COVID-19 pandemic, we recognise that this post might be taken up in unusual circumstances of distance working. The Glass-House is fortunately well set up for remote working, and we are managing to continue with our work with some adaptation, but with minimal disruption.

Should the person appointed need to take up the post remotely, we would of course explore the best way to manage an induction process in that context and to adapt initial tasks to remote working.

The salary for this post is £27,000 - 30,000 per annum pro rata, depending on experience. This is a fixed-term contract for one year, with the potential to extend the role and contract further.

The organisation makes pension contributions equivalent to 8% of the post-holder's salary.

Annual leave entitlement will be 25 days per year pro rata (actual entitlement 20 days), plus the days between Christmas and New Year.