



JOB DESCRIPTION

Regional Manager- Trans Support Pilot

Role	Regional Manager- Trans Support Pilot	Team	Inclusion
Reports to	Director of Inclusion	Responsible for	Service Users
Contract Type	Fixed-term	Hours	28 per week
End Date	31st January 2027	Salary / Scale	£34,085.6 / M5

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual, and trans people.

The Trans Support Pilot is a waiting well service supporting trans and non-binary people on the waitlist for the South-West Gender Dysphoria Clinic. This is a pilot service and the first of its kind commissioned by DHSC to provide accessible, non-clinical support to those on the waitlist. This will include preparing people for their first appointment, supporting the building of resilience and coping strategies and reducing deterioration in mental health. This pilot is being delivered in partnership between LGBT Foundation (where this role will sit) and Gendered Intelligence. The Region Manager will be responsible for the following key areas of activity:

Day to day project management- including connection with partner organisations, oversight of KPI reporting and budget holding responsibilities.

Direct delivery- development of a suite of resources and engagement activities for both community members and professionals working with this service user group.

Stakeholder engagement- including oversight and facilitation of a co-production group.

LGBT FOUNDATION SUMMARY

LGBT Foundation is a national charity committed to prioritising the health and wellbeing of the LGBTQ+ community as its central mission. Each day, it celebrates and supports LGBTQ+ individuals and diverse communities, empowering them to achieve their full potential.

The charity provides a variety of services and activities that act as a lifeline for those in need, offering hope and assistance as they pursue their aspirations.

LGBT Foundation envisions a world where queer liberation inspires meaningful and lasting transformations, making a significant contribution to a more equal and just society. It is an impactful and vibrant organization with a broad range of established services and rapidly evolving initiatives designed to address the needs of lesbian, gay, bisexual, and transgender people.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

*Trans is an umbrella & inclusive term used to describe people whose gender identity differs from that which they were assigned at birth; including non-binary people, and those who partially or incompletely identify with their sex assigned at birth.

ROLE ACCOUNTABILITIES

KEY AREA	RESPONSIBILITIES
Project Management	<ul style="list-style-type: none">- Manage the relationship with partner organisation(s) and work collaboratively to ensure that the requirements of the pilot are delivered.- Monitor, report and evaluate pilot deliverables against target outputs.- Resource & budget management.
Direct delivery	<ul style="list-style-type: none">- Creation of an online resource bank for community members.- Creation and delivery of monthly webinars (3 per month) to a variety of stakeholders both community members and healthcare professionals.
Stakeholder engagement	<ul style="list-style-type: none">- Facilitation of the co-production steering group with people of lived experience.- Collate, monitor and respond to stakeholder feedback across all delivery aspects of the pilot, including those facilitated by the partner organisation(s).- Outreach to healthcare professionals creating awareness of the service and providing information about meeting the needs for their trans and non-binary service users.

LGBT FOUNDATION ACCOUNTABILITIES

As a member of LGBT Foundation, you are expected to uphold the following organisational accountabilities.

Equality, Diversity & Inclusion

Demonstrate a genuine commitment to equality, diversity, and inclusion, ensuring that all actions and behaviours reflect respect for people of all backgrounds and identities. Actively challenge discriminatory behaviour or language in line with the Equality Act (2010) and LGBT Foundation's values.

Representation & Insight

Use insight gained through your work to help make LGBT Foundation more inclusive and representative of all communities, recognising intersectionality and the diverse experiences within LGBT+ populations.

Delivery & Impact

Contribute to the successful delivery of agreed objectives and outcomes as outlined in work plans, project plans, and the annual business plan, ensuring that work adds measurable value to the organisation's mission.

Performance & Reporting

Provide accurate, timely data and meaningful commentary within your areas of responsibility to support performance monitoring, learning, and continuous improvement.

Compliance & Governance

Adhere to all organisational policies, procedures, and governance frameworks, including safeguarding, data protection (GDPR), health and safety, and confidentiality requirements.

Learning & Development

Take responsibility for your own learning and development by identifying training needs and engaging with opportunities provided. Support a culture of shared learning by encouraging and assisting colleagues in their development.

Flexibility & Collaboration

Maintain a flexible and collaborative approach to your role, adapting to changing organisational needs and priorities. Any changes to responsibilities will be discussed and agreed through consultation.

Additional Duties

Undertake reasonable duties within the scope of your role and skills, as required to support the organisation's objectives.

Flexibility

Responsibilities may evolve with organisational need following consultation. Changes will remain reasonable and within the scope of the role.

PERSON SPECIFICATION

At LGBT Foundation, we value diverse talent and understand you might not meet every point on this person spec. Research indicates that women of colour often hesitate to apply if they don't meet all requirements. If you believe you're a great fit, we encourage you to apply even if you don't meet every point.

Skills and Abilities

- Excellent written and verbal communication skills and the ability to build positive relationships with key stakeholders.
- Confident, clear and diplomatic when delivering training or engagement activities.
- Ability to provide and report complex information to a high standard.
- Excellent organisation, planning and time management skills.
- Ability to deal calmly and confidently with emotional and challenging situations.

Experience

- Experience of project management and use of relevant tools to track successful project delivery.
- Experience of building effective partnerships with external organisations.
- Experience and understanding of providing support to people from marginalised communities.
- Experience of creation and delivery of engaging workshops and presentations.

Knowledge and Understanding and Awareness

- Knowledge of the issues and experiences for trans and non-binary people accessing gender related healthcare.
- Knowledge of the public policy landscape, particularly in relation to health & social care.
- An understanding of the use and importance of confidentiality.
- An understanding of and commitment to equality and diversity.



LIVED EXPERIENCE

A person's lived experience can be just as valuable as professional experience, and we recognise the unique perspectives and skills that come from varied backgrounds. Your journey and insights could be exactly what we need to drive meaningful change and enhance our team.

TERMS AND CONDITIONS

	DETAILS
Salary / Scale	£42,607 pro-rata per annum
Working Hours and Days	28 hours per week (0.8 FTE), with an expectation of occasional evening and weekend work.
Work Locations	Ideally based in South-West England to deliver outreach. Mostly remote with occasional travel to our Manchester office for All Colleagues Days.
Holiday Entitlement	26 Days per year – increasing by one day for each year served up to 31 days after 5 years' service (pro rata) – plus bank holidays.
Probationary Period	Post subject to successfully completing a 6-month probationary period.
Benefits	Counselling Support - Annual budget Individual Professional Development budget Annual Festive Party
Notice Periods	0-1 Month – Notice Required - Nil 1-6 Month – Notice Required – 1 Week 6+ Month – Notice Required – Role Dependant – Speak to HR