Job Description

**Project Co-ordinator**

The Project Co-ordinator’s role will be part of The No.1 Befriending Agency team which seeks to engage with and support people from the local communities it operates in. The post holder will be responsible for engaging with individuals and groups currently underrepresented amongst the organisation’s service users, particularly the BAME community, with a view to increasing uptake of services and participate in our virtual events.

We are seeking a Project Co-ordinator who is committed to and has experience of working with BAME groups and volunteers, and has a robust understanding of the broader issues that impact on BAME people seeking the support of services, as well as being creative and engaging within their approach. This role will also help to shape services within the organisation to meet the needs of BAME clients and establish strong relationships with partners across the Glasgow area.

The post holder will be responsible for engaging with individuals and groups currently underrepresented amongst the organisation’s service users, particularly the BAME community, with a view to increasing uptake of services. The post holder will be an excellent communicator and know how to network to gain positive outcomes, communicate information about the organisation and its services to local communities, make and maintain links with relevant local organisations, work with healthcare professionals to identify and remedy inequalities in access to the services. They will work with the No.1 Befriending team to ensure that services are culturally appropriate and accessible, and that staff have the relevant knowledge and skills to deliver these services.

The successful candidate will have excellent organisational and interpersonal skills as well as a good understanding of the needs and concerns of older people as well as those from BAME and other hard to reach groups within the community. You will have a keen knowledge of best practice in relation to recruiting, supporting, developing and portraying those from BAME backgrounds, as well as excellent research and communication skills. You will be confident producing and presenting recommendations. You will be an excellent communicator and know how to network to gain positive outcomes, be able to build a rapport with a diverse range of people, be appreciative of difference, able to learn from others and challenge if needed. You will have a passion for and strong commitment to social care and community engagement.

**Salary**: £18,200 FTE pro rata

**Responsible to**: Operations Manager

**Contract Type**: Full-time, 35 hours, temporary contract, fixed term for 14 weeks

**Location**: Home-based due to pandemic (normal workplace is in the office based at 51, Cadogan Street, Glasgow G2 7F

**Key responsibilities:**

1. Work in collaboration with team members and a wide range of stakeholders, establish partnerships
2. Put in place an evaluation and review plan to ensure that all planned engagement activities delivered for the BAME community are value for money against set targets in terms of outcomes,volunteering, and client experience.
3. Monitor and manage records of needs, support and delivery activities through the client and performance management systems, supporting future planning for Community Engagement and recruitment activities.
4. Identify, maintain and strengthen links with relevant community and BAME organisations
5. Identify barriers to accessing our services within the BAME community and formulate strategies as to how these might be overcome.
6. Identify and implement ways to involve local BAME communities in the development of services.
7. To ensure service users have a positive experience with The No.1 Befriending Agency from their first contact with us.
8. Prepare, disseminate and deliver events, presentations and information materials about The No.1 Befriending Agency to community groups to increase knowledge of our services, tailoring the information to the needs to the group.
9. Review the organisation’s communication and publicity materials to ensure they are culturally appropriate.
10. Prepare and deliver training sessions and workshops to staff and volunteers to further their awareness and knowledge of equality and diversity and cultural issues.
11. Be flexible with regard to working hours, covering early starts, late finishes, and weekend activity where necessary.

The job description sets out the main requirements of the post but is not an exhaustive list of duties and responsibilities. The No.1 Befriending Agency is a small organisation which delivers impressive services as a result of our staff being flexible and proactive in their work and ‘going the extra mile’.

The No.1 Befriending Agency employees are expected to:

* Demonstrate a commitment to their own development, to take advantage of learning and development opportunities and develop their own competence.
* Support and encourage harmonious internal and external working relationships.
* Make a positive contribution to communicating and raising the profile of the organisation.

**Person Specification**

1. Track record of administering and managing projects
2. Experience of developing and implementing processes and reporting to funding partners
3. Experience of working with BAME participants, volunteers and communities
4. A good understanding of the needs and concerns of older people as well as those from BAME and other hard to reach groups within the community. A keen knowledge of best practice in relation to recruiting, supporting, developing and portraying those from BAME backgrounds
5. Able to build a rapport with a diverse range of people, be appreciative of difference, to learn from others and challenge if needed.
6. Excellent communication skills, confident in establishing and maintaining good relationships, with creatives, volunteers and the local community
7. Resilient, self-motivated and able to work under pressure to tight deadlines
8. Experienced in the successful application of a wide range of marketing techniques, particularly digital
9. Experience in a marketing, PR, communications or event planning role
10. Good IT skills and able to use Google email/documents and Zoom applications
11. Any other tasks relevant to the role and responsibilities.