

Helpline Coordinator

- Salary:** Grade D
£21,452 to £24,676 (pro-rata) (with increments over three years)
Hours – 37.5
Pension – 5% employee, 3% employer contributions
Life Assurance – 4 times salary
- Duration:** 1 year fixed term contract with the possibility to extend depending on funding
- Holidays:** 28 days annual leave plus public holidays
- Location:** Home working and 525 Ferry Road, Edinburgh, EH5 2FF / new East Lothian office
- Start Date:** March 2021

The organisation

People Know How is an Edinburgh and East Lothian based social innovation charity (SCIO), operating since 2013. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

We are committed to addressing marginalisation and have an ethos driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

Our mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

Our vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

Our Values

- We value people's potential;
- We invest in creative and dynamic processes;
- We commit to meaningful action;
- We strive for innovative solutions;
- We collaborate with purpose.

Our Process

We are people-led, placing huge value on people's lived experiences, whilst also developing evidence-based approaches through reviewing best practice and research. We call this process 'social innovation' and every project we run is rooted in this approach. We have developed a model which we have used to deliver on a number of successful projects. Each of our projects moves through a cycle of 4 key phases:

1. Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe "People Know How" to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

2. Research

We review literature and best practice guidance to inform people's ideas and ensure there is an evidence base before proceeding with a project.

3. Do

We run projects and deliver activities, putting ideas into practice. We have developed a number of monitoring and evaluation tools which are built into our activities so that we are constantly gathering data to assess our progress and performance.

4. Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes, whilst identifying where improvements can be made. We then ask for feedback on what we have shared, creating a cycle driving continuous improvement.



Our key projects:

Social Innovation Programme

In line with our new Strategic Plan to 2025 the programme aims to support and empower communities including people, community groups, new/established charities and to engage in systems change with the public, third, business and academic sectors.



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Positive Transitions Service

Established in 2015 to support disadvantaged and vulnerable children, young people and families. The overarching aim is that children and young people grow up to be healthy, confident and resilient so they can fulfil their potential.

Reconnect

Reconnect was established in 2017 to help people use digital skills to make better social connections and improve wellbeing. It has since grown into a full service supporting adults across Edinburgh, promoting social inclusion and wellbeing. The helpline provides national support as part of the [Scottish Government Connecting Scotland programme](#).

The role

We have an exciting opportunity for a **Helpline Coordinator**. You will coordinate the national helpline for digital skills support as part of the [Scottish Government Connecting Scotland programme](#). Working with a team of staff and volunteers you will ensure the efficient and professional delivery of the service.

The successful candidate will work as part of a team and support the Operations Manager in:

Key tasks

- Operating the helpline, taking calls Monday to Friday, from 10am to 4pm
- Coordinating a team of volunteers, including induction, training, support and supervision
- Ensuring inbound calls from programme beneficiaries are responded to effectively and efficiently
- Ensuring outbound calls to deliver follow-up support are made effectively and efficiently
- Developing processes and procedures to ensure continual service improvements
- Supporting programme evaluation by making outbound calls to assess impact along with using an evaluation system
- Escalating technical queries to the SCVO service desk
- Ensuring safeguarding policies and procedures, are adhered to
- Preparing monthly updates to the commissioner along with monthly meeting to provide updates, review and consider improvements

Person Specification: Essential

- Passionate about providing digital skills support;
- Excellent communication skills (written and verbal);
- Skilled in using Microsoft Office applications;
- Strong planning, organisational and administrative skills with the ability to manage a large team;
- Creative, with the ability to share ideas and work collaboratively;
- Highly motivated and able to work independently;
- A positive, professional 'can do' attitude;
- Flexible and able to adapt to change to meet the needs of the organisation;
- Ability to work well with others as part of a team;



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- Supportive, and able to encourage others to contribute/share ideas;
- Friendly, and able to manage existing relationships and create new relationships with partner organisations;
- Caring, with the ability to work with vulnerable people in an empathetic, respectful manner;
- Driven to make a real difference with a shared vision and commitment to what we do;
- The successful candidate will be required to comply with People Know How's Child & Adult Protection Policy. They will be a member of the PVG (Protection of Vulnerable Groups) scheme or must make application to join the Scheme.



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