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Job description and person specification: Member defence coordinator East Coast**

1. **KEY CONTRACT DETAILS**

**Job title:** Regional member defence coordinator East Coast

**Location:** Edinburgh

**Reports to:** National Organiser

**Working hours:** 7 hours daily (not including 1 hour’s lunch break) between the hours of 11am and 8pm. Working pattern to be agreed with the line manager. 35h/week

**Contract:** 12 months, full-time (35h), (£9.6 per hour, £17, 472 per year), fixed term, subject to extension

**Requirements:** no requirements

1. **JOB DESCRIPTION**

Living Rent is hiring a full-time member defence coordinator to support the development and training of member defence teams in neighbourhoods and/or cities. The role entails developing member-run teams in Living Rent branches able to support members to address their housing issues, notably through direct action. The member defence coordinator is responsible for recruiting members, providing training to members of Living Rent’s member defence teams, supporting teams to plan and deliver their actions, building leadership, supporting Living Rent’s national member defence strategy, implementing a case process and measuring and reporting Living Rent’s member defence activities. This post supports member-led collective actions to support individual members facing housing injustices, in order to build tenants’ power across Scotland.

We are looking for someone keen to work with a young organisation and passionate about member-run and diverse organisations and determined to build working-class power. Experience in recruitment, training delivery, community education or campaigns is welcome; however enthusiasm, willingness to learn and commitment to social justice are more important than previous experience as training will be provided. This role may suit someone with experience in sales, street fundraising or other customer facing work, and who wishes to move into organising.

This post is accountable to Living Rent’s democratic structures and line managed by Living Rent’s national organiser and/or relevant staff contact point. Living Rent staff members primarily work Monday - Friday between 12pm and 8pm, though the work will sometimes need to be done at other times of day, along with some weekends. Some unsocial hours are inevitable and flexibility is vital. Support for the professional development of our staff members is a priority for Living Rent and we invest considerable time and resources to achieve this.

1. **JOB RESPONSIBILITIES:**

* Sign-posting to relevant teams and acting as point of contact where such teams do not exist
* Evaluating whether Living Rent can support the individual request
* Recruiting members
* Evaluating and delivering training to new and existing member defence teams, to ensure that they are trained, able to support members with housing issues and are up-to-date with legislation and take up responsibilities in Living Rent
* Supporting member defence teams in branches not already established
* Supporting member defence teams to plan, assess and deliver direct actions
* Supporting the implementation of national member defence strategy
* Tracking of member defence enquiries and support provided
* Implementing a process around members’ requests for support, oversee the database and ensure secure processing of data as well as accounting of Living Rent’s impacts
* Identifying opportunities for wider campaigns and demands
* Working with neighbourhood organisers to build local member defence teams and identify campaigns
* Support communication and engagement with Living Rent members and supporters, including through social media and press releases and advertising member defence activities and victories
* Being part of the staff team, and taking part in team meetings and/or supporting other staff members, as discussed with the line manager
* Delivering required administrative tasks, notably recording, keeping secure and making use of data, reporting on your targets, and evaluating impact, activities and outcomes
* Keeping informed and well briefed on relevant local and national developments, especially in relation to rented housing.
* Representing Living Rent professionally in writing and verbally

1. **PERSON SPECIFICATIONS:**

This is a list of skills and attributes we are looking for in a potential candidate. These may have been developed in a work, or voluntary capacity or indeed through your personal life circumstances. Experience and ability in speaking another language, education and training, management (staff and/or volunteer), workplace organising, fundraising, recruitment, sales or customer facing roles, case working or campaigning is desired, though not mandatory. We would encourage interested candidates to think broadly about where they might evidence these kinds of abilities, as it may not be in a paid work context. Willingness to learn, a positive attitude and ability to work under pressure are more important qualities than extensive experience as training will be provided..

Please address the followings points at these stages of the application and selection process

*A =* assessed at application stage

*I =* assessed at interview stage

**Qualifications and training:**

No formal qualifications necessary.

**Experience (A):***Desired candidate will have experience in one or more of the following roles:*

* Education and training
* Management (staff and/or volunteer)
* Workplace organising
* Fundraising, recruitment, sales or customer facing roles
* Campaigning

**Ability, Attitudes and values (A):**

1. Ability to think strategically and creatively to develop solutions to problems

2. Ability to motivate people to participate in an activity and/or to take action

3. Ability to train, motivate and develop the potential of others and provide support to a range of people

4. Ability to recruit members

5. Ability to plan and organise under pressure

6. Ability to communicate well verbally and in writing

7. Ability to develop and manage a team of members/volunteers with set aims and targets

8. Ability to work independently with remote support and be personally organised

9. Ability to work in a team and work towards targets

10. Experience of IT systems including email, social media, and use of spreadsheets and databases

11. Ability to speak another language

12. An understanding of and commitment to the principles of equality, democracy and social justice

13. A working knowledge of the role of activism in politics and economics and the social and political environment in which the organisation operates

14. Ability and willingness to travel; and to work flexibly, including on evenings and weekends as necessary

15. The ability and willingness to, with reasonable adjustments, attend street stalls, travel door to door around a neighbourhood, ascend and descend flights of stairs in blocks of flats or tower blocks.

1. **SELECTION CRITERIA**

| **HEADING** | **CRITERIA** |
| --- | --- |
| **Thinking (I)** | Experience of thinking strategically to develop solutions to problems, including:   * Analysing information * Developing campaign plans * Being able to reassess and change plans depending on situation |
| **Interpersonal and communication (I)** | Experience of motivating people to participate in an activity and/or to take action, including:   * Recruiting or making a sale * Canvassing * Outreach   Experience of training, motivating and developing the potential of others and providing support to a range of people   * Listening skills * Mentoring or coaching * Training and education * Workplace organising   Experience in communicating well verbally and in writing:   * Writing newsletter, leaflets, etc. * Making presentations   Experience in working in a team and working towards targets:   * Working in a team * Supporting teams of workers/ volunteers/ members   Experience of ICT including, email, social media. |
| **Initiative and independence (I)** | Willingness and/or experience in planning a direct action  Experience in working independently and being personally organised   * Personal organisation * Work delegation |
| **Resource management (I)** | Experience of coordination including:   * time management; * budgeting or controlling expenditure; * maintaining confidential information**.** |
| **Physical skills (with adjustments where necessary) (I)** | The ability and willingness to, with reasonable adjustments, attend street stalls, travel door to door around a neighbourhood, ascend and descend flights of stairs in blocks of flats or tower blocks.  Willingness to work alone (including house visits)  Occasional light lifting of materials  Ability to travel |
| **General knowledge (I)** | An understanding of and commitment to the principles of equality, democracy and social justice.  A working knowledge of the role of activism in politics and economics and the social and political environment in which the organisation operates |

1. **ABOUT LIVING RENT**

Living Rent is Scotland’s Tenants’ Union. We seek to unite and represent all tenants whether you rent from the private or social sector. We are not affiliated to any political party and only answer to our members. We are ordinary people campaigning for better rights for tenants, protections against rent increases, evictions and poor-quality housing and we represent and defend our members when they are having housing problems.

By building power and challenging decision-makers collectively, we not only win for our members but we also fight for a housing and political system that puts people before profit. We believe in the collective power of members to fight for their rights together and use diverse tactics – including direct action – to achieve this. Living Rent is affiliated to ACORN International and the International Union of Tenants. We work closely with ACORN UK.

For more information, see our website: http://www.livingrent.org