

Job Description & Person Specification

JOB TITLE	Community Engagement Coordinator
SALARY	£22,000 – £26,000 pro-rata depending upon experience
HOURS	21 - 35hrs/wk We are open to discussing part-time or full time work for the right candidate. Hours will be across 7 days including evenings and weekends, shared with other team members.



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info@duncanplace.org
07378 315 787
Strictly **no** recruitment agencies
Contact Name: Nicola Lamberton

CLOSING DATE 12 noon on Fri Jan 14th 2022

INTERVIEW DATE TBC, likely to be Jan 21st 2022

ABOUT US:

Duncan Place SCIO is a community-owned and managed Scottish Charity that has been established to run Duncan Place Community & Enterprise Hub as a space to work, meet, learn and create in the heart of the Leith community. Duncan Place SCIO is a membership-based charity, which means that the building is truly owned by its members and is managed on its behalf by the Board of Trustees.

The refurbishment of Duncan Place Hub completed during 2020 and the multi-purpose facility comprises:

- multi-purpose community, event and meeting spaces
- office space for local charities, social enterprises and CICs
- a base for Duncan Place's own community-based activities

We now require an enthusiastic and committed Community Engagement Coordinator to develop and deliver a programme of community activity in line with our members wishes.

By joining Duncan Place early in our operational phase the Community Engagement Coordinator will play a crucial role in developing our community offering. This role will require flexibility including daytime, evening and weekend work to encourage broad community participation and maximise use of the facilities at Duncan Place Community and Enterprise Hub.

PURPOSE OF THE POST:

You will design, develop, deliver and report on a comprehensive programme of community activity to make Leith an even better place to live, learn and share. The programme should be responsive to the communities needs and provide opportunities for personal development, friendships, fun and active citizenship with the aim of reducing social isolation and increasing wellbeing.

RESPONSIBLE TO: The Duncan Place Manager and through them to the Board of Trustees.

MAIN DUTIES:

These will include but are not be limited to:

Community Development

- Assist in identifying opportunities for groups, classes and workshops that Duncan Place can offer to the community.
- Source appropriately experienced and/or qualified tutors.
- Develop membership involvement to ensure we are meeting the needs of the local community.
- Support emerging groups to build capacity and develop self-run activities where appropriate.
- Develop appropriate pricing structures for groups and classes, including free and low-cost activity.
- Develop and implement marketing strategies to promote maximum attendance and sales.

- Develop and implement a robust monitoring and evaluation system and produce short reports on the outcomes for trustees and funders.
- Develop and maintain professional partnerships and collaborations with other organisations to support the delivery of the activities and build community resilience to benefit both Duncan Place and the wider community.
- Assist in developing a customer base to generate income through letting the rooms to other organisations.
- Assist in managing operational community activity budget effectively, ensuring all spend and reporting is delivered to plan.
- Assist in building and developing the staff and organisation to ensure Duncan Place Community and Enterprise Hub is a well-known, loved and utilised community asset that belongs to the people of Leith.

Volunteer Development

As the organisation grows, assist with:

- Identifying volunteer and work experience opportunities, ensuring equality of opportunity for all. This will include working with volunteers and school age pupils on placement.
- Developing appropriate role descriptors, implement volunteer induction, training and retention strategies.
- Developing and implementing volunteer recruitment processes including delivering presentations, attending appropriate events & volunteer recruitment fairs.
- Supervision of volunteers and supporting colleagues to also offer a quality volunteer experience.

The tasks above will form the majority of the role. The successful candidate will be a team player and is required to step in and help colleagues with hosting and housekeeping during busy periods.

Hosting Tasks

As part of the team:

- Admit and welcome visitors to the building.
- Admin of bookings for rooms, groups, classes and workshops.
- Set up and service meetings and events.
- Support customers requests and requirements, inc AV & PA equipment.
- Adhere to the highest standards of customer service, friendliness and cleanliness of the building.
- Support and contribute to organisational marketing and information systems including social media, ensuring a positive and up to date profile of the organisation and its activities is shared and maintained.

General Housekeeping Tasks

As part of team:

- Open and close Duncan Place, ensuring security of the building including alarms.
- Deal with incoming and outgoing post / deliveries.
- Monitor CCTV and entry phone system.
- Deal with general telephone, email or personal enquiries.
- On occasion, act as a secondary key holder and be a point of contact in an emergency.
- Conduct viewings with prospective customers for rooms by the hour and permanent leases.
- Deal with tenants requests and requirements.
- Take an active role in marketing and promoting Duncan Place at events and meetings.
- Take an active role in meetings, supervision, training opportunities and development of enterprise.
- Keep all areas of Duncan Place clean, tidy & presentable.
- Work to legislative, ethical, policy and procedural requirements.
- Any other appropriate tasks identified.

Community Engagement Coordinator

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
Demonstrable experience in a similar role	X	
Proficient in the use of standard ICT packages (Microsoft Office, 365, Google Suite, Email, Internet)	X	
Experience of successfully delivering community activity	X	
Knowledge of PVG and disclosures system	X	
High level of confidentiality	X	
High level of customer service and care	X	
Excellent interpersonal and communication skills: written and verbal in English Language, other languages a bonus!	X	
Flexibility as the social enterprise gets established	X	
Willingness to undertake identified training needs	X	
You are able to join the Protecting Vulnerable Groups Scheme (PVG)	X	
Commitment to equality for all members of our community	X	
Experience of events organisation	X	
Knowledge of issues and other organisations in the area	X	
Experience in Hospitality / Front of House Service Role		X
Experience in implementing policies and procedures, inc safeguarding		X
PERSONAL QUALITIES <ul style="list-style-type: none"> You are an experienced and confident community or volunteer coordinator (or similar) who enjoys a diverse role. You are versatile, reliable and conscientious and are warm, positive and professional with a 'can do' attitude. You are solutions focused and can think on your feet, while remaining calm and friendly. You take pride in having great customer service and skills and enjoy being a good host. You pay attention to detail and can plan ahead to avoid problems occurring. You can manage your own workload and effectively prioritise to get things done. You can also work well in a small team and can support volunteers to be a part of the team. You can motivate others to get involved, take pride in their tasks and feel they are contributing. You are fully committed to anti discriminatory practices and have a high level of integrity. You are physically able to set up and take down rooms, including moving furniture. You have ongoing flexibility to work daytimes, evenings & weekends to respond to the demands of this new venture. You enjoy making a difference and helping to develop the community. You are eligible to work in the UK. 		
<p>If you have not heard from us by Jan 18th 2022 we thank you for your interest in Duncan Place and apologise that you have not been successful on this occasion. Unfortunately, we do not have the resources to respond to all applicants individually. Thank you for your understanding.</p>		