



**All Aboard Coordinator
Recruitment Pack**

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Information for applicants

Application process

To apply for this role, please submit the following to recruitment@peopleknowhow.org:

- CV (please do not include a photo)
- Cover letter
- Applicant Information form
- Equality & Diversity Monitoring Form (optional)

Should you be shortlisted and invited to interview, the interview panel will be looking for evidence that you meet the key responsibilities and person specification in the job description. When preparing for interview, we recommend using the STAR technique.

Equality & inclusion statement

Our recruitment decisions are based on fair processes, with appointment on merit. We anonymise all applications before shortlisting. We welcome applications from everyone and are committed to creating a culture in which equality, diversity and inclusion are actively promoted and discrimination is not tolerated and as such understand our legal duties outlined within the Equalities Act 2010.

Accessibility

Interviews may be held in person. Please indicate any accessibility requirements in the Applicant Information form. Should you be invited to interview, we will ensure that our sites are fully accessible and enable you to participate fully in the interview and any other exercises required as part of the recruitment process. If you would like to discuss requirements or share further details with us, please contact recruitment@peopleknowhow.org. Details of any request will only be shared in order to put any adjustments in place and with your consent.

Eligibility to work in the UK and verification checks

We will carry out a verification check with candidates shortlisted for interview before the interview takes place. Shortlisted applicants will be required to produce:

- Proof of eligibility to work in the UK
- Proof of identification
- Proof of home address
- If relevant, any qualifications deemed essential

Details will be sent with the invite to interview and verification checks will be carried out before interview. Please note that for this role we require all candidates to be eligible to work in the UK and are unable to sponsor candidates who are not already eligible.

References

Should you be selected for the role, we will ask you to provide the contact details of two people willing to act as referees. At least one of the referees should be a professional referee.



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Salary

New starts will start on the first salary scale point for that post, unless otherwise stated.

Benefits

All staff members will be entered into our organisational Health Cash Plan, providing benefits including money back on health appointments, advice and helplines and retail discounts.



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About People Know How

We run services and campaigns in Scotland that place people at the centre, making their voices heard to improve their wellbeing, overcome barriers and solve social issues. We do this through collaboration with charities, universities, businesses, government and various other bodies.

People Know How is a Scottish charity that aims to improve wellbeing across communities by supporting people to overcome barriers and thrive. We deliver services locally in Edinburgh and the Lothians and engage in research and campaigning to effect change on a national scale. We also provide a national digital support helpline.

Our work supports all parts of the community including children, young people, families and adults. Our services recognise the varied and intersectional experiences and needs of each individual. This is why we take a hybrid approach to our service delivery, combining a holistic model with tailor-made support while also making use of partnerships to signpost to other appropriate interventions in addition to our own service offerings.

These partnerships play a key role in placing the voices of those we support at the centre of our work to effect social change. By collaborating across the four sectors (third, public, business and academic), we are not only able to work together to deliver local support but also engage in research and campaign for policy change nationally.

Since our foundation in 2013, we have formed a People Know How community made up of staff, trustees, volunteers, interns, placement students, the people we support and stakeholders across the sectors. We're committed to inclusion and value the diverse experiences of every member of this community.

People Know How aims to achieve **three strategic aims**, correlating with our key services and spaces: [Positive Transitions](#), [Reconnect](#) and [All Aboard](#).

- To provide spaces for people to gather, collaborate, exchange ideas and improve wellbeing, both in person and remotely.
- To improve digital inclusion in Scotland by providing support and campaigning for everyone to have access to digital skills, affordable data and devices, to safely communicate, connect and engage with opportunities.
- To improve school transitions for all children and young people across Scotland by providing support and campaigning for children, young people and families to have access to the support they need in the transition from primary to secondary school.

Our **mission** is to support people to overcome barriers so that their wellbeing can be improved, effecting positive change at its root.

Our **vision** is for those who need support to be heard by decision makers and placed at the centre of solving social issues.

Our **values** are to be people-centred & people-led, collaborative, inclusive, innovative and action-orientated.



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Our process

All of our work is formed and developed using our social innovation model. We ask, evidence, do, share, and repeat. We then use our learning to effect change on a national scale through research, campaigning and influencing.

Ask

We begin projects by asking people to share ideas, needs, strengths and assets. We believe people know how to identify their needs and the solutions to help them to fulfil their potential and solve social issues.

Evidence

We review literature and best practice, collaborate to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and offer truly unique solutions.

Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. A robust framework of monitoring and evaluation is built into our projects, constantly gathering data to assess our progress and performance.

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 people for feedback on what we have shared, thus creating a cycle which drives continuous improvement.

Research

In collaboration with academic institutions, private enterprise, third and public sector partners and government, we initiate research to test innovative solutions to entrenched social problems. This ranges from multiyear longitudinal studies to nationwide mass participation, all the way to small locality-based surveys.

Campaigns & Lobbying

We design and run nationwide campaigns that aim to influence government policy, enhancing community development and acting as a catalyst for systems change across Scotland.

Our services

Positive Transitions

Positive Transitions supports children, young people and their families in the transition from primary and secondary school across Edinburgh and the Lothians. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential.

peopleknowhow.org/positive-transitions

Reconnect



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Reconnect offers support to adults and families in Edinburgh and the Lothians to help them improve wellbeing by increasing digital and social inclusion. The service also includes the Connecting Scotland digital support helpline, offering digital support across Scotland.

peopleknowhow.org/reconnect

All Aboard

All Aboard is a canal boat run by People Know How in collaboration with Polwarth Parish Church. The boat hosts unique trips on Edinburgh's Union Canal for community groups and organisations to improve wellbeing, socialise and discover new experiences while surrounded by nature in the heart of the city. Through All Aboard we also offer unique volunteering opportunities to join our crew or become a helmsperson on the boat.

peopleknowhow.org/all-aboard

VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our services is to help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

peopleknowhow.org/join-our-team

About Polwarth Church

[Polwarth Parish Church](#) is a congregation and registered charity (SCIO) of the Church of Scotland located on the banks of the Union Canal in Edinburgh and is committed to helping to make its local community a place of wholeness and wellbeing.

Mission

- Improve the wellbeing of the people in Polwarth Parish
- Increase positive engagement of residents of Polwarth Parish with the Union Canal
- Increase intergenerational Community cohesion for residents of Polwarth Parish
- Work in partnership with other organisations along the canal and alongside our neighbouring communities

Vision

To demonstrate the healing ministry of Jesus Christ by using our location to promote community cohesion through activities that enhance wholeness and wellbeing.

Values

Polwarth is a safe and welcoming place for all people regardless of age, race, creed, cultural background or sexual orientation.



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Role description and person specification

Role title:	All Aboard Coordinator
Main work base:	Hybrid working between: Straits Meadow, 61-63 London Road, Edinburgh, All Aboard & Polwarth Church, 36-38 Polwarth Terrace, Edinburgh and working from home
Team:	Spaces
Reporting to:	Office Manager
Direct reports:	None
Salary:	£24,440 – £27,491
Contract:	Permanent, subject to 6-month probationary period
Hours:	Full time, 35 hours a week
Annual leave	8 weeks per year
Pension	5% employee, 4% employer contributions
Closing date:	Thursday 22 February, 12:00pm
Interview date:	Wednesday 28 February

Role purpose

[All Aboard](#) is a canal boat and project run by People Know How in collaboration with Polwarth Parish Church. The boat hosts unique trips on Edinburgh's Union Canal for community groups and organisations to improve wellbeing, socialise and discover new experiences while surrounded by nature in the heart of the city. Through All Aboard we also offer unique volunteering opportunities to join our crew or become a helmsperson on the boat.

The **All Aboard Coordinator** will be responsible for the day-to-day management of the All Aboard canal boat, including coordinating activities and volunteering that take place on board. They will also oversee the maintenance and upkeep of the boat and organise and host events and activities for both project partners. In doing so, they will encourage positive engagement with the Union Canal across all ages to improve wellbeing and community cohesion.

Key responsibilities

- Helming and/or crewing the canal boat as required
- Management of the day-to-day running of the boat and carrying out other day-to-day activities as are required for the effective operation of the project, including managing bookings and the All Aboard inbox



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- Maintenance and upkeep of the canal boat, which includes scheduling specialist works, inspections, pump outs and other routine maintenance activities as are reasonably necessary to keep the canal boat in good, working, and safe condition
- Organising and hosting events and activities on behalf of both organisations (People Know How and Polwarth Parish Church), service users and associated user groups, including scheduled excursions on the Union Canal
- Organising the certification of the canal boat, ensuring compliance with all laws and regulations
- Supporting with health and safety measures
- Managing, supporting and training volunteers, interns and placement students, as well as service users involved in the project
- Supporting the wider team with events such as promotional stalls, volunteer fairs and fundraisers
- Liaising with external organisations and community groups to coordinate their use of the boat in keeping with All Aboard's key aims; and to promote the use of the boat and our volunteering opportunities to others
- Engaging with local communities and undertaking other activities in line with the needs of developing our Spaces strategy under the direction of the Office Manager

Additional responsibilities or deliverables

- Collaborating with Polwarth Parish Church's Wellbeing Director
- Collaborating with the other departments at People Know How and attending regular team meetings
- Working with the Communications & Digital team to ensure activities and events on the boat are documented, showcased, promoted and publicised
- Working with the wider People Know How team
- Carrying out any other similar and appropriate duties as required by your line manager or by People Know How

Behaviours

- Passionate about community relationships to support an organisation to effect social change
- Interested in People Know How's mission, vision and values and in social innovation more broadly
- Innovative and open to new ideas and projects
- Desire to learn new things and meet new challenges
- Positive, professional "can do" attitude
- Friendly and able to manage existing relationships and create new relationships with partner organisations
- Creative, with the ability to share ideas and work collaboratively
- Flexible and able to adapt to change to meet the needs of the project
- Driven to make a real difference with a shared vision and commitment to the project



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Person specification: essential

- Experience of supporting, coordinating, managing, coaching and mentoring staff or/and volunteers
- Confidence in speaking with members of the public and on the phone
- Experience of managing external relationships
- Ability to work well with others as part of a team
- Highly motivated and able to work independently
- Strong communication skills (verbal and written)
- Strong planning, organisational and administrative skills
- Ability to coordinate a team with diverse communication skills

Person specification: desirable

- A working knowledge and understanding of licensing and the maintenance of canal boats
- An understanding of the environment in which voluntary and community organisations operate
- Experience of volunteering or working with a voluntary organisation
- Skilled in using Microsoft Office applications

Personal requirements

- A genuine respect and regard for adults and young people
- Commitment to personal and professional training opportunities
- 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 an application to join the scheme

Apply now, send your CV, Cover Letter, Applicant Information form and Equality & Diversity Monitoring form to recruitment@peopleknowhow.org.



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