



Grassmarket Community Project

RECRUITMENT PACK: LEARNING COORDINATOR



grassmarket
community project

BACKGROUND

The Grassmarket Community Project (GCP) has evolved from work carried out in the Grassmarket area of Edinburgh over many years, undertaken by Greyfriars Kirk, the Grassmarket Mission and numerous partners.

GCP takes an innovative approach to providing sanctuary and support to participants, many of whom are amongst the most vulnerable of our citizens. The centre provides a meeting point for our members to come together, and start to engage in different activities within the project.

Our aim is to provide an environment in which people feel welcome, develop confidence and a sense of belonging and where possible develop skills for employment and discovering their inner strength.

Through mentoring, social enterprise and education in a nurturing environment, the project develops skills enabling participants to realise their potential and reconnect with themselves, others and the wider community. The project provides a range of activities for the members from IT classes, gardening, art, textiles, outdoor swimming, walking, singing, dancing and music, carpentry, kitchen and café work and opportunities to support our events and other social enterprises.

Since the establishment of the GCP in 2010, we have experienced a significant period of growth, opening our new centre at the end of 2012 that has enabled us to expand our significant support and enterprise activity.

Following the challenges of the Pandemic, we are building back our social enterprise income and becoming less reliant on fundraising to support our programmes. We now operate from 5 spaces – our main Centre, a small shop on Candlemaker Row, Rainy Hall (in University of Edinburgh's New College), Coffee Saints Café (part of St Mary's Catholic Cathedral near the St James Quarter) and the Lighthouse (our warehouse at Granton). Our current main building has been recently extended to include a Pavilion – Coffee Saints Café 2 (formerly Grassmarket Café) and includes a community hub space, two dedicated classrooms, a kitchen, a counselling room, a hall for events and a purpose-built woodwork shop, our Grassmarket Furniture social enterprise.

Our flexible spaces enable us to generate income for the project, making us less reliant on fundraising and providing space to undertake our support work. It is important to us that people from all walks-of-life make use of our facilities and we see huge benefits from the mixing of people from very different backgrounds and experience coming in and out of our centre for various activities.

The development of the social enterprises is core to the delivery of our social and commercial outcomes, generating both purposeful activities and training opportunities for our members and income for the project. Our current social enterprises fall into three categories: woodwork furniture making from upcycled wood (mostly Church pews), events & catering (including 3 cafes, external and internal catering) and tartan retail and textiles making small gifts and accessories. We are also the sole manufacturer of Greyfriars Tartan products. We sell direct to the public via our shops and word of mouth, via our online shop and from the Edinburgh Castle, Mercat Tours and Coffee Saint's Gift Shops.

GCP ETHOS

The ethos of the Grassmarket Community Project has embedded itself over many years of learning, exploring and listening to the aspirations of our members. There are several strands in how we seek to work:

1

We do not focus on problems and deficiencies, but instead look for the wisdom, creativity and imagination of our members and ask them to help make our project a success and contribute to the building of a strong community of mutual trust and support.

2

We steer away from being solution focussed and listen to the aspirations, hopes and ambition of those who come to us, seeking always, with members, staff and volunteers to develop skills and enable all to reach their best.

3

By building a community of mutual support, we seek to meet others as people, not as problems.

4

We have learned as we have developed and have put in place a strong process of reflective practice, acknowledging that we are a constantly evolving community of care, nurture and support.

5

We have adopted a robust business model to developing our social enterprise portfolio, recognising that we must be at all times, competitive, strive for the highest standards and compete effectively with the commercial world, whilst at the same time not losing sight of the social outcomes to which we are committed.

OUTCOMES FROM 2023 SOCIAL IMPACT REPORT

£772K

Of sales through all
our social enterprises

476

Vulnerable adults
supported

135

Committed, skilled
volunteers

10,400+

Meals served to our
members and Community
meal attendees

11,000

Delegates hosted in our
events spaces and
external catering

1,000+

Products made from
over 400 metres of
Tartan

4,993+

Hours of volunteering

9

Corporate Partnerships¹

416

Hours of One to One
Practical and
Emotional support

1,219

Classes, Activities or
workshops delivered

76

Average weekly
attendance at Community
Meal & Cinema evening

50

Individuals supported
& trained in our
Woodwork enterprise

1. eKal Solutions, Visit Scotland, PWC Lawyers, Ooni, Expedia, Edinburgh Airport, HSBC, John Lewis, Mercat Tours

“THE PROJECT MEANS EVERYTHING TO ME.”

“A PLACE TO LEARN NEW SKILLS AND MAKE NEW FRIENDS.”

“IT HAS HELPED ME A LOT WITH MY MENTAL HEALTH.”

“THE GCP HAS HELPED ME INTERACT WITH OTHER PEOPLE AND GIVEN ME SOMETHING TO FOCUS ON.”

“IT IS A GOOD ESCAPE FROM MY TROUBLES.”

“IT FEELS A VERY SAFE PLACE AND IS VERY WELCOMING.”

“NO MATTER HOW FAR AWAY I'M FROM EDINBURGH NOW, THE GCP IS ALWAYS WHERE MY HEART BELONGS TO.”

“IT IS PART OF THE FAMILY. IF I'VE NOT GOT ANYONE AROUND ME, I GET UPTIGHT. I LIKE BEING HERE FOR COMPANY. GOOD FRIENDS HELP ME.”

“IT HAS SAVED MY LIFE.”

“IT IS THE ONLY THING THAT I DO EACH WEEK OTHER THAN ATTEND MEDICAL APPOINTMENTS.”

“POSITIVE ENVIRONMENT, CAN'T ASK FOR BETTER THAN THAT.”

“HELPS YOU GET OUT OF THE HOUSE. AS WE ARE A COUPLE WE GET TO DO OUR OWN THING AND MIX WITH THE PEOPLE WE HAVE THINGS IN COMMON WITH. KEEPS YOU FROM FEELING ISOLATED AND ALSO HELPS YOU TO STAY SOCIALISING.”

ROLE PURPOSE

The **Learning Coordinator** works across all organisational departments to support and deliver the structured learning, training and apprenticeship programmes for members and volunteers of all ages. The role is responsible for supporting a balanced training programme, which offers opportunities for accredited employability outcomes and soft skills.

The Learning coordinator works with the Learning & Development manager and Social Enterprise team to guide clear pathways for learners, including referral routes internally and through to external positive outcomes and destinations. The role is responsible for supporting communications with training organisations to further expand learning opportunities. The Learning Coordinator will also support the Members service team in the engagement and support of Members through all aspects of the programme, and delivery of activities/sessions as appropriate.

KEY RESPONSIBILITIES

- Work with Members services team to deliver and support the learning & development routes for members & apprentices at GCP to develop their knowledge, skills and competence in a range of areas, sectors, skill sets and industries.
- Work closely with social enterprise and social impact departments to ensure internal opportunities and development pathways are clearly defined and communicated to all parties
- Support and communicate learning programmes delivered by GCP to Members, Volunteers and Staff alongside Learning & Development Manager
- Co-deliver the GCP Learning Hub and associated activities on a day-to-day basis as part of the Members Programme.
- Play a key role in the direct support for pre-apprentices and modern apprentices engaged in employment.



KEY RESPONSIBILITIES (CONTINUED)

- Support regular one to one support meetings for members, apprentices and volunteers engaged in work placements in GCP social enterprises
- Record information and data required to inform performance monitoring (as per GCP Impact Evaluation Framework and guidance) internally and externally to support service delivery, recording attendance, member details, monitoring and evaluation and knowledge transfer.
- To support links and relationships with relevant external contacts and organisations; to build pathways to employment, positive destinations and further education opportunities
- Supporting the delivery of the Members Programme and Participate in Day-to-day operations; Co-Leading activities, delivering welcome meetings, monitoring and evaluation.
- Alongside Members service team assess the competence of Members and volunteers against national occupational standards for accredited qualifications, such as SVQ.
- To support learning and training activities to be person centred and specific to the individual's needs.
- Promote the active participation of Members and volunteers in the development, monitoring and review of services to ensure that there is continuous improvement in service delivery and that services delivered are responsive to Member needs.
- Provide support to Members and volunteers to ensure their successful participation in learning programmes and to promote equality, diversity and anti-discriminatory practice in all activities
- Ensure a consistently high quality of care and support in the organisation's services
- Participate in the development of overall Strategic plan.
- Managing your time effectively and productively, including multi-tasking and efficient prioritisation.
- Working flexibly on occasions, including weekend work and other events as required.
- The above list of duties is not exhaustive. To carry out any other duties as may reasonably be required by your Line Manager, SMT or CEO.

KEY SKILLS & EXPERIENCE

ESSENTIAL

- Strong values and ethics – committed to social justice, equality and diversity.
- Professional qualification in teaching, adult education, social work, community education, occupational therapy, youth work or equivalent or at least 2 years' experience of delivering accredited learning
- Have worked within a training, education, social work, social care or community education setting in the last 5 years
- Ability to work under pressure and manage resources effectively in the interests of the members and the project as a whole
- Ability to work effectively as part of a team
- Experience of designing and delivering accredited training and systems
- PVG clearance
- Able to work autonomously and have well developed decision making and problem-solving skills.
- Able to operate in sensitive situations, and with the public.
- Able to be task focused as well as develop strategic thinking and link work streams together to maximum effect and efficiency of the organisation
- Excellent written and verbal communication skills and be able to work to tight and shifting deadlines
- Well-developed negotiation and motivation skills; tactful, sensitive and able to provide support to others whilst maintaining focus and direction and being accountable to answering to targets and deadlines.
- Willing to work out with office hours in order to carry out aspects of the role as required

DESIRABLE

- Evidence of continued professional development at post graduate level
- SVQ 4 in Learning and Development or other relevant learning and development qualification or higher/further
- SQA Assessor and Internal verifier awards L&D 9D1 and L&D 11 or equivalent



CONDITIONS & REMUNERATION

- Location:** 86 Candlemaker Row, Edinburgh (other locations as required)
- Reports to:** Derek King (Learning & Development Manager)
- Hours** 21 hours Per Week
- Salary:** £27,300 FTE / £16,380 pro rated
- Annual Leave:** 22 days annual leave
+9 days in lieu of public holidays (pro rated)
- Pension:** 3% employer contribution

APPLICATION PROCESS:

Please email your CV (max of 4 pages) & Covering letter (max 2 pages) to our Head of Members Services perry@grassmarket.org

The covering letter must address the following questions:

Why are you applying for this position?

What skills, personal qualities, experience, knowledge and training will you bring to this post?

If you have any questions or worried about meeting certain criteria, email Perry to arrange a brief chat.

Closing date: Midday - Tuesday 19th March 2024

Interviews: w/c 25th March



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