



# Working at Coin Street

Job pack

# Creating an inspirational neighbourhood

Some use our nursery, our sports pitches or have attended conferences in our neighbourhood centre. Others live or work on our South Bank site. But most of the thousands of people who pass through the Coin Street site every day don't even know we exist.

That's a shame. Because our story matters.

It's a story about inclusiveness and diversity. About culture, community, and commercial success. About how we work together to create an inspirational neighbourhood - today, tomorrow, and forever.



**BE PART OF IT**

# What we do

We provide the opportunities and spaces for people to lead their own change. Our activities are wide and far reaching. From giving families and children the best start in life through our childcare and family support, to creating and maintaining high quality live, work and play spaces on land which we own.

We promote enterprise, creativity and lifelong learning whether that's through providing employment, volunteering opportunities, nurturing enterprise or delivering programmes and activities.

We provide housing that supports our community; we champion co-operative housing and influence local and national housing policy. From sports and dance to healthy eating and gardening, we offer a range of facilities and activities accessible to everyone to support health and wellbeing in our community.

We are conscious that our neighbourhood is a small part of a global community and that we all need to work together to tackle the challenges faced by the earth and all who live on it.



## JOB DESCRIPTION

<b>ROLE:</b>	<b>VOLUNTEER PROGRAMME LEAD</b>
Reports to:	Community Participation Manager
Contract details:	Fixed-Term (24 months), Full-Time (35 hours per week)
Salary range:	£40,000.00 per annum

## ROLE SUMMARY

The Volunteer Programme Lead will work with [Coin Street](#), [Bright Centres](#), [St John's Waterloo](#), and [Oasis Hub Waterloo](#). The four organisations jointly support around 200 volunteers annually, who are investing their time and skills to benefit the Waterloo community.

The post holder will take a lead role in recruiting volunteers, and improving systems and processes, to ensure that volunteers are informed, onboarded, trained, supported, and better able to access the broad range of volunteering opportunities on offer. This will include making volunteering inclusive and more accessible for people with disabilities, additional needs, parents, and carers, in turn, increasing their chances of securing paid work or employment.

## CONTEXT

The Waterloo Community Volunteer Programme Lead will primarily be based in Coin Street's offices, at the Coin Street neighbourhood centre, 108 Stamford Street, SE1 9NH.

They will work across Coin Street, Bright Centres, St John's Waterloo, and Oasis Hub Waterloo traveling between offices, and volunteering activities across Waterloo and surrounding areas frequently.

Other office locations are:

- St John's Church, 73 Waterloo Road, SE1 8TY.
- Oasis Hub Waterloo, 1A Kennington Road, SE1 7QP.
- Bright Centres, 18 Oakden Street SE11 4UG

## KEY RESPONSIBILITIES

1. Work in partnership with colleagues from Coin Street, Bright Centres, St John's Waterloo, and Oasis Hub Waterloo, as well as Lambeth Council, and other community and voluntary sector organisations across the borough, to enhance the volunteer experience.
2. Review the current volunteer base and assess the existing reach and scope of volunteering across the four organisations. Work with Volunteer Leads to identify

local people who will benefit the most from volunteering and connect them to other individuals or projects through which they can make a positive contribution.

3. Work with Volunteer Leads within the four organisations to develop a rich and varied programme of volunteering activities across the year. Generate role descriptions for all volunteer posts.
4. Complete risk assessments for volunteer activities.
5. Manage budget and forecasting of a modest project budget.
6. Enrol volunteers into Coin Street's monitoring and evaluation system and, working with Volunteer Leads across the group to update their systems, track participation and feedback, and maintain records. Work with Coin Street's Community Participation and Impact Manager to monitor and evaluate volunteering activities and complete reports. This includes sending out an annual survey to volunteers and holding focus groups.
7. Identify, mitigate, and remove barriers to volunteering, ensuring it is inclusive and accessible for everyone, including people with disabilities and additional needs, parents, and carers. Create a shared support framework for volunteers.
8. Take responsibility for the recruitment of additional volunteers, holding interviews and undertaking required checks as appropriate. Work with Coin Street's Communications team, People and Team Building team, and Fundraising Lead, to promote volunteering opportunities, including helping to build a bank of case studies.
9. Provide volunteers with inductions and training before they commence in their role. Create or improve volunteer welcome packs, which inform volunteers about the four organisations, and include policies, code of conduct, contact details of Volunteer Leads, and how to access additional support.
10. Provide support with the reimbursement of volunteer expenses.
11. Establish supportive, positive relationships, enabling colleagues and volunteers to provide feedback and share ideas.
12. Organise and chair monthly partner steering group meetings, attended by representatives from each of the four organisations.
13. Plan the annual volunteer awards event and facilitate a quarterly training and reflection session for volunteers from across the partnership.

14. Carry out responsibilities of the post at all times with due regard for Data Protection requirements (GDPR) and the maintenance of confidentiality, in compliance with policies and procedures.
15. Work actively to prevent discrimination based on protected characteristics in line with current equalities legislation. Promote inclusion, develop community relations, and tackle all forms of discrimination or racism.
16. Have due regard for safeguarding and promoting the welfare of children and vulnerable adults. Implement safeguarding procedures at all times, reporting any concerns to designated safeguarding leads.
17. Undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role.

## GENERAL REQUIREMENTS

To comply with Coin Street's Diversity, Equality, and Inclusion policy.

To comply with Coin Street's Health & Safety policies.

To comply with Coin Street's Safeguarding policies.

To comply with Coin Street's IT policies and procedures.

To promote an organisational culture that reflects Coin Street's Values:

- *Creative: By looking for solutions rather than problems I will find better ways of doing things.*
- *Collaborative: By respecting the views of others we will learn, grow, and achieve more together.*
- *Committed: I do what I say I am going to do and do the best job I can.*
- *Curious: We ask questions about what we do and the way we do things – as an organisation, community and society.*
- *Inclusive: I embrace difference and encourage authenticity.*

## PERSON SPECIFICATION

### KNOWLEDGE & EXPERIENCE

#### ESSENTIAL

1. Experience of volunteering, and managing volunteers, including knowledge of policies and best practice.

2. Demonstrable experience of working with and/or supporting a diverse group of people of different ages, abilities, ethnicities, and cultures.
3. Project management experience, with the ability to manage multiple projects simultaneously.
4. Experience in developing and implementing effective systems and processes.
5. A sound working knowledge of safeguarding.
6. Computer literate to a minimum intermediate level (Microsoft Word, Excel, Outlook, and PowerPoint).

## **DESIRABLE**

7. Experience of reporting to stakeholders (both internal and external), providing clear written reports and analysis.
8. Knowledge of the local area and communities.
9. Knowledge and experience of promoting inclusion and access for all.

## **SKILLS & ABILITIES**

1. A personal commitment to and enthusiasm for Coin Street's ethos and mission.
2. Results-driven approach with strong people skills and a natural ability to create rapport and nurture relationships.
3. An ability to make connections and to spot opportunities for people to contribute to the life of the community.
4. A self-starter with the ability to complete projects and be a decision-maker.

# What we can offer you (the highlights)

## REWARD AND PROTECTION

### Annual Holiday

27 days leave per year excluding bank holidays.

### Pension Scheme

Coin Street will contribute 5% to your pension if you contribute at least 3%.

### Life Assurance

Death in service (3 x salary), Income Protection and Critical Illness cover.

### Company Sick Pay

8 weeks at full pay and 5 weeks at 50%. Offered after 6 months and increases after 5 years

### Flexible working

Where we are able to, flexible working and hybrid working location

### Staff Socials and Inset Days

Staff information and team building days, plus plenty of social opportunities

### Training & Development

A commitment to training & development for all staff with regular progress & support reviews with your manager.

### Wellbeing

Mental wellbeing - webinars, courses, mediations, therapy session. Free gym membership at Colombo Centre.

### Staff Discounts

Discounts available from wide range of retailers and service providers for shopping, dining, experiences, car maintenance, study, etc.

### Nursery Discount

20% discount on nursery fees for staff whose children are enrolled in Coin Street Nursery.

## LIFESTYLE

