



SOUTH LONDON CARES

Programme Coordinator (Social Clubs) Job Application Pack

- £28,000 annual salary
- Permanent, full-time (37.5 hours per week)
- Remote and office based (Brixton) with programme work taking place across Southwark and Lambeth
- 26 days of annual leave per year, plus bank holidays
- Staff counselling service
- Flexible working hours
- Application deadline: 11:59pm on Monday 11th October 2021

South London Cares is an anti-racist organisation committed to advancing anti-racism and inclusion.

We particularly welcome applications from Black, Asian and Minority Ethnic people, who are under-represented in our organisation. We are an equal opportunities employer.

ABOUT THE CARES FAMILY

The Cares Family helps people find **community and connection in a disconnected age**. First established in 2011, our objectives are to reduce loneliness and isolation by creating and supporting meaningful mutual relationships between people who might not otherwise interact; to help people feel **belonging, purpose and power in a rapidly changing world**; and to bring people together to **reduce the gaps across social, generational, digital, cultural and attitudinal divides**.

Over the past nine years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people together to share time, laughter, new experiences and friendship**. We have focused here because older and younger people are most at risk of loneliness, particularly in cities which can feel anonymous, isolating and lonely. Those charities – **North London Cares** (established 2011), **South London Cares** (2014), **Manchester Cares** (2017), **Liverpool Cares** (2018) and **East London Cares** (2019) – have brought 18,000 older and younger people together to share over 500,000 interactions through 4,500 social clubs and 18,000 one-to-one hours.

OUR VALUES

These values are an important part of what it means to work at The Cares Family. **They're for us as staff, but also for our partners, neighbours and volunteers**; we expect everyone to act in accordance with them.

We strive to live them in everything we do and to use them as guides for decision making. It's not just about what we do, **but how we do it**.

- **Kindness:** we are empathic, respectful and optimistic, putting people at the heart of everything we do.
- **Community:** we are rooted in place, representing the needs, stories and language of local people authentically, and are passionate about the power of collective agency to advance justice and togetherness.
- **Trust:** we are dedicated, responsive, reliable and accountable to people in their neighbourhoods as well as our valued partners.
- **Bravery:** we are ambitious for our neighbours and for our model, and aware of the power of openness and honesty in leadership.
- **Learning:** we constantly appraise and innovate in our work, developing the most relevant, creative and adaptable approaches.

The Cares Family is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us to achieve that mission of building a world that is kinder, more connected and more empathetic.**

ABOUT THIS ROLE

South London Cares started in 2014 and currently supports a community network of over 1800 older and younger neighbours in Southwark and Lambeth, through our [four core programmes](#). **We're now looking for a creative, confident and versatile Programme Coordinator to join our Social Clubs team.** Our Social Clubs offer a space for older and younger south Londoners to share time, laughter and new experiences that help everyone to feel a part of our changing city.

As a Programme Coordinator for Social Clubs, you will work alongside our current Programme Coordinator (Social Clubs) to jointly **design and deliver 20-25 clubs every month**. All activities will be either in venues across Southwark and Lambeth, online (via Zoom) or over the phone, or. You will be managed by our Head of Programmes and also work closely with our Volunteer and Outreach Coordinator to identify places and people who might enjoy our activities. **You will meet hundreds of older and younger people, bringing people together across social, generational and attitudinal divides, and supporting them to build deeper connections with their neighbours and places across south London.**

The job requires **creativity, perseverance, patience, leadership and positivity**. You will need to be able to lead a room, to give instructions in a friendly and occasionally firm way, and to facilitate conversations and connection between people who may not normally interact and who may be nervous. **You will be someone who is able to manage lots of moving parts and elements to facilitate a successful project or event.**

In the role you will help **shape an inclusive programme of clubs by forging new community, arts and cultural partnerships**, using your creativity, determination and partnership-building skills to collaborate on exciting events, and ensuring our safeguarding, records and storytelling procedures are upheld to the highest standards.

We are looking for someone who **understands and is motivated by the demographics and social challenges of Southwark and Lambeth** and the issues we work on. We need someone who is passionate about people and can clearly promote our vision for building friendships across traditional divides in order to tackle isolation and loneliness in those boroughs. You will be **someone who can talk to and relate to people from all backgrounds, no matter their circumstances** – someone equally comfortable discussing illness and isolation with a 95-year-old older neighbour as they are talking about work and weddings with a 25-year-old.

OBJECTIVES OF THE ROLE ARE TO:

1. **Design, deliver and grow Social Clubs** at South London Cares with your fellow Social Clubs Programme Coordinator. This includes:
 - **Creating an engaging, inclusive, creative** programme of 20-25 social clubs each month.
 - **Planning and coordinating 10-12 social clubs per month**, including trips or clubs led by neighbours and external facilitators;
 - **Communicating regularly with our older and younger neighbours**, on the telephone, in writing, via email and in person, to manage bookings and keep everyone up to date about specific clubs;
 - **Maintaining accurate records**, such as registers, contact information, invoices and feedback, **and following our safeguarding policy.**
2. **Build and maintain effective community partnerships across Southwark and Lambeth.** This includes:
 - **Professionally and warmly communicating with venues and partners** to discuss and improve collaboration;
 - **Researching and approaching new and diverse organisations** to collaborate with;
 - **Presenting on South London Cares' purpose and core activities** to existing and potential partners in the community.
3. **Build awareness of, and interest in, the Social Clubs programme.** This includes:
 - **Creating weekly social media content** that shares the stories from clubs and other **engaging communications**, such as newsletters and blogs to advertise our Social Clubs to our network and within our boroughs;
 - **Managing the creation and distribution of our monthly Social Clubs programme**, including the details of clubs and an activity pack distributed via post and email to our neighbours;
 - Working with the Volunteer and Outreach Coordinator to **generate engagement and attendance**, by supporting inductions for new younger neighbours and contacting older neighbours to share updates.

ESSENTIAL SKILLS, EXPERIENCE AND PERSONAL QUALITIES:

- You are a **confident group facilitator**, able to lead and organise events and encourage conversation and participation from a diverse group of people;
- **You're an authentic, high-quality communicator and storyteller** with the ability to build relationships with diverse groups and individuals effectively and appropriately (through written as well as verbal communications);
- **You are creative and resourceful**, and able to come up with lots of feasible and exciting ideas on a budget to encourage social connection;
- You have a solid understanding and proficiency in use of **video conferencing apps and social media**;
- You are a competent **multi-tasker, team-player** and determined **problem-solver**;
- You are **adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation;
- You are **committed to creating an inclusive, anti-discriminatory and exciting programme** that tackles loneliness and isolation amongst older and younger neighbours alike.

DESIRABLE SKILLS AND EXPERIENCE:

- **Understanding of the culture and socio-economic challenges** facing south London, particularly Southwark and Lambeth;
- Experience of working with **community organisations/groups**;
- Experience in **creating and facilitating events**;
- Good grasp of **Salesforce or other CRM systems**;
- Great **attention-to-detail**;
- Experience using Microsoft Office applications and Google Docs.

OTHER REQUIREMENTS:

- You have the flexibility to work an average of five evenings and two weekend days per month in order to deliver your work, with time off provided in lieu.
- You are able to obtain a clear DBS certification (provided).
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview.
- You have the right to work in the UK.

HOW TO APPLY

This is a task based application process, so we are not asking applicants for CVs or cover letters. To apply for this role, please read this job description and the below task descriptions carefully, and complete our [online application form](#) by **11:59pm on Monday 11th October 2021**. Once you've submitted your application, you will have 24 hours to make any amendments, so **please have your three completed task files ready to upload before starting the form**.

Successful applicants will be asked to attend an interview on Monday 18th October 2021.

If you would like to know more about the role or South London Cares before applying, please join our [online information session on Monday 4th October at 5.30pm](#). This session will give you a chance to meet some of the team and ask questions about the role, the Social Clubs programme and the charity. Please note that we will not be assessing or interviewing anyone during this session: **it is informal and will not influence or impact your application**.

APPLICATION TASKS

Task 1: Introduce yourself

Please send us an audio recording of you introducing yourself and why you are interested in this role.

Why we're asking for this: In this role, you will be introducing yourself to hundreds of new older and younger neighbours who may be nervous about meeting new people, as well as community partners. This task helps us learn a little about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.

Tip: Try to relax, and imagine you're having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at South London Cares.

Requirements: Audio file no longer than 3 minutes. Please name your file: [YOURNAME]Task1.

Task 2: Your skills, experience and personal qualities

Please tell us how you meet the essential and (if applicable) desirable skills, experience and personal qualities listed above in this job application pack. List each bullet point, and give an example of how you meet the criteria – this could be through paid or unpaid work, volunteering experience or training.

Why we're asking for this: As we're not asking for cover letters and CVs, we'd like to offer you the chance to tell us about knowledge, skills or experience you have (whether paid or voluntary) that would make this the right job for you.

Tip: We look for transferable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.

Requirements: Word doc, Google doc or pdf. Maximum of two pages. Please name your file: [YOURNAME]Task2.

Task 3: Planning a Social Clubs programme

Please create a programme of six clubs over a two week period. Include one phone club, two online (over Zoom) clubs and three in-person clubs, and indicate which ones you would run by yourself and which you would facilitate with a partner or neighbour leading.

Why we're asking for this: A Social Clubs Programme Coordinator's main role is to plan, coordinate and facilitate between 10-12 online, over the phone and face-to-face activities each month. This task will give us an idea of how you would create engaging and inclusive clubs that support social connection between older and younger neighbours

Tip: We're looking for the kind of ideas you have for activities and how you would plan several clubs in advance. You can name community partners and businesses as examples, but we're not expecting you to approach anyone or hold any relationships at this stage. You can read about some of our previous programmes [here](#) and [here](#).

Requirements: Word doc, Google doc or pdf. Include the name of club/activity, time, type (in-person, virtual or phone-in), and a brief description for each club. Please name your file: [YOURNAME]Task3.

Please upload your prepared files via our [online application form](#) by **11:59pm on Monday 11th October 2021**. If you have any problems sending your application or have any accessibility needs, please contact Harry, our Head of Programmes, at harry.jenkins@southlondoncares.org.uk or by calling **0207 118 0404** and selecting **option 0**.

We're looking forward to receiving your application, good luck!

[CLICK HERE TO SUBMIT YOUR APPLICATION](#)