**COUNCIL FOR SOCIAL RESPONSIBILITY**

**Community Builder for Good Neighbours Network**

**F/T 40 hours per week**

**£28,000 pa**

Initial contract term 12 months

**Introduction**

We are a small charity with big ambitions, working with diverse and often excluded communities across Hampshire, Portsmouth, Isle of Wight and Southampton. This role is focused around supporting the Good Neighbours Network (GNN), which is a significant part of CSR activity.

GNN is a vibrant network of 125+ independent local good neighbour volunteer groups, carrying out over 200,000 acts of kindness every year. These acts of kindness vary from helping people access health care, providing social activities to reduce loneliness as well as simple practical help such as DIY or gardening.

CSR are currently actively working on developing and implementing a range of complementary projects to address mental health and wellbeing, food poverty and social isolation, some of these will be GNN associated projects. Our approach to these challenging and debilitating issues is to always find the strengths and assets in local communities, connect with the positive local influencers, people with talents and enthusiasm and work with them to try and make a meaningful difference. We then support them to run safely, confidently, and effectively, with access to advice, support (e.g. free DBS checks and free insurance) and training as necessary.

A big part of this community builder role will be involved in a new GNN start-up project focused on delivering a creative and practical solution for loneliness, and will require tenacity, passion and a solution based approach to get the pilot up and running with safe practice (as is the core of GNN activity) and with clear messaging. And, part of this role will be about delivering DBS check and safe guarding advice alongside maintaining and developing our connections with the existing 4,000+ GNN volunteers, to include identifying new people and ideas to generate local solutions to local concerns.

As we move forward and cultivate a more dynamic network we want this role to contribute to developing and delivering communications, creating a series of networking events as opportunities to meet peers from other groups for mutual collaboration and learning. We seek to operate with a positive can-do attitude and a light touch, and we look to encourage creativity and fun!

**Purpose of role**

GNN Community Builder works with the team by taking responsibility across marketing (especially digital marketing) and community engagement, including new groups and projects in new areas. The role will provide the first point of interaction for the Network, responding appropriately and proactively to all telephone, email and other enquiries in a positive, friendly and upbeat way. The aim is to be able to answer directly where they can, and work with other staff as appropriate to enable a safe practice approach alongside a supported peer network. There will be day-to -day responsibility for the administration of the GNN website, including some copy, social media content, the GNN e-learning portal, the Salesforce CRM (database), and the GO TO app – with the intention here to be informative, professional and engaging in content. This role will initiate resource cafés, training events, and other GNN touch points.

Understanding and being able to articulate clearly GNN policies and procedures on safeguarding adults at risk is essential (training will be given) and the role may be involved in authorising DBS checks for groups, for this there is support available from the Diocesan safeguarding team.

The role is based at offices in Peninsular House in Portsmouth, flexibility is required, and some occasional home working may be possible subject to agreement. Attendance at events across Hampshire is required.

The person appointed needs to be personable go-getter, a good communicator with excellent IT skills and attention to detail. They should be confident working in the digital world and be able to share that confidence with others. An understanding of and sympathy for the work, role and issues faced by volunteers and the voluntary sector is essential. The post is for 40 hours/week. Flexibility is required for off-site working and delivery of events. In the first instance, this is a 1-year appointment with the possibility of extension subject to funding.

**Job Description**

# Job Title

Good Neighbours Network, Community Builder

# Key Work Area(s)

# Based in Portsmouth Diocesan office, (Peninsular House), alternative arrangements will be put in place in the event of any government lockdown directives

# Primary Purpose

To promote activity and provide administrative support for the Network and associated pilot projects. To connect with current and potential new groups, alongside funders, developing new creative engagements in communities and cementing existing ones, in particular those aligned with our priorities for the development of the Network

# Secondary Purposes

To advise, develop and respond to groups in the Network and to other queries coming into the hub, and to administer the support infrastructure, (website, e-learning, CRM system, social media, DBS). To be actively engaged in meetings, events, training, marketing and all activities of the Network.

# Accountability

Accountable to the GNN Team Leader, comms and marketing will be overseen by the DDEE

# Authority

Accountable for their area of work and interfacing with other GN / CSR staff

## Organisation

# Principal Tasks

Co-ordination:

* To liaise with other staff in the successful delivery of a professional and valued service across Hampshire
* To provide admin support and liaise with other staff in the start-up and delivery of the GO TO project
* To be a well-informed and friendly point of contact for GN groups with queries and those making a referral

Resources:

* To manage and update the GNN website, e-learning portal, CRM system, DBS system, GO TO app and other digital platforms as required.
* To administer the GNN Hub on a day-to -day basis, often providing the initial point of contact.
* To support the launch and on-going development of the GO T0 project, including initial research, procurement, marketing and data collection.
* To coordinate the development and delivery of training and resources to groups in the network, through GNN touch points, to include face to face and online
* To aid groups with a range of self-reporting and management tools as appropriate including the collection and collation of the all-important annual statistics
* To generate content for the GNN social media profile, on brand and in a timely and professional manner.
* To assist with development and delivery of an appropriate range of quality marketing resources relevant for small voluntary groups for the Network
* To assist with the organisation and delivery of GNN socials (anticipated to be twice a year)
* To support the administration of the GNN Strategic Liaison Group and other meetings as required

Safeguarding:

* To support the administration relating to DBS checks for groups working with safeguarding advisers in Winchester and Portsmouth Dioceses on any safeguarding issues.
* To act proactively if/when a safeguarding issue (general or specific) is raised by a group/groups, making referrals to colleagues and expert advice when appropriate and in a timely way.

**PERSON SPECIFICATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CRITERIA | ESSENTIAL | | | DESIRABLE | | METHOD OF ASSESSMENT |
| EXPERIENCE | | | | | | |
| General experience in voluntary sector | | |  | ✓ | | Application Form /  Interview |
| Management of volunteers | | |  | ✓ | |
| Advice giving/training to voluntary sector organisations / volunteers | | |  | ✓ | |
| Safeguarding administration and advice and digital systems | | |  | ✓ | |
| SKILLS AND KNOWLEDGE | | | | | | |
| * Good communication skills, both written and oral. | | | ✓ |  | | Application Form /Interview |
| * Ability to prioritise own work | | | ✓ |  | |
| * Organisational skills. | | | ✓ |  | |
| Knowledge (experience of CRM Database, (we use Salesforce) | | | ✓ |  | |
| Develop and Deliver face to face and online training | | |  | ✓ | |
| Local authority networks | | |  | ✓ | |
| Local voluntary networks | | |  | ✓ | |
| Current issues in adult social care | | |  | ✓ | |
| Current voluntary sector issues. | | |  | ✓ | |
| Experience of updating websites | | | ✓ |  | |
| Extensive experience in creating professional content for social media | | | ✓ |  | |
| QUALIFICATIONS | | | | | | |
| Computer literate (Microsoft Word, Excel, Outlook, PowerPoint, Adobe Photoshop) | | | ✓ |  | | Application Form / Interview |
| **PERSONAL QUALITIES** | | | | | | |
| * Articulate. diplomatic | | | ✓ |  | | Interview |
| * Ability to work with volunteers and staff | | | ✓ |  | |
| * Ability to communicate clearly with outside professionals and clients | | | ✓ |  | |
| **PERSONAL QUALITIES** | | | | | | |
| * Ability and commitment to work flexibly and collaboratively with colleagues as part of a team. | | | ✓ |  | | Interview |
| **TEAM WORK** | | | | | | |
| * Solution focussed. | | | ✓ |  | | Interview |
| * Quick to grasp essentials. | | | ✓ |  | |
| * Numerate and literate. | | | ✓ |  | |
| * Attention to detail. | | | ✓ |  | |
| * Ability to work collaboratively | | | ✓ |  | |
| **GENERAL REASONING ABILITY** | | | | | | |
| * Intelligent. | | | ✓ |  | Interview | |
| * Quick to grasp essentials. | | | ✓ |  |
| * Numerate and literate. | | | ✓ |  |
| * Attention to detail. | | | ✓ |  |
| * Ability to work strategically | | | ✓ |  |
| **OTHER FACTORS** | | | | | | |
| * Able to relate to individuals at all levels. | | | ✓ |  | Interview | |
| * Persuasive | | |  |  |
| * Resilient | | |  |  |
| * Ability to work to deadlines. | | | ✓ |  |
| * Ability to work variable hours if necessary. | | | ✓ |  |
| * Sympathetic to the views and beliefs of the Church of England. | | | ✓ |  |
| **GENERAL REASONING ABILITY** | | | | | | |
| * Able to relate to individuals at all levels. | | ✓ | |  | | Interview |
| * Ability to work to deadlines. | | ✓ | |  | |
| * Sympathetic to the views and beliefs of the Church of England. | | ✓ | |  | |

Salary Package: FTE = £28,000

Holiday: FTE 25 days

Pension Pension options available

Place of work: Peninsular House, although some travel required across Hampshire