



## NORTH LONDON CARES

### PROGRAMME COORDINATOR (SOCIAL CLUBS)

#### Job application pack

- **Salary:** £28,000 - £35,000 FTE (dependent on experience)
- **Role type:** permanent, full-time (37.5 hours per week).
- **Reporting to:** Head of Programmes
- **Location:** north London, with some remote working
- **Application deadline:** 11.59pm 4th July 2022
- **Interviews:** 21st or 22nd July

*The Cares Family is an anti-racist, anti-discriminatory organisation. We particularly welcome applications from Black, Asian and Minority Ethnic people, people with disabilities and people from lower income and diverse educational backgrounds who may be under-represented in our organisation.*

#### 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

**We're now looking for a creative, confident and versatile Programme Coordinator to lead our Social Clubs programme.** Our Social Clubs offer a space for older and younger north Londoners to share time, laughter and new experiences that help everyone to feel a part of our changing city.

As the Programme Coordinator for Social Clubs, you will be responsible for **designing and delivering around 20 clubs every month**, and other programmes tasks as required – we're a small team so sometimes need to offer cross-programme support. All activities will be either online (via Zoom), over the phone, or in venues across Camden and Islington. You will be managed by our Head of Programmes and work closely with our Volunteer and Outreach Coordinator to identify places and people who might enjoy our activities.

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 also liaise with community partners, using your creativity, determination and partnership-building skills to collaborate on exciting events.

## KEY RESPONSIBILITIES

- **Design, deliver and grow North London Cares' Social Clubs programme** across Camden and Islington, through online, over the phone and in person activities.

- **Build and maintain effective community partnerships** with local and national organisations, community groups and potential collaborators.
- **Build awareness and engagement in Social Clubs** by encouraging attendance, regularly communicating with older and younger people in our network. monitoring trends and feedback and working with our Volunteer & Outreach Coordinator.
- **Create warm and engaging communications**, such as newsletters, blogs, emails and social media to advertise our Social Clubs to our network and within our boroughs.
- **Maintain accurate records** to support the Social Clubs Programme, including social club registers, safeguarding concerns, contact information, budget spends, quotes and feedback.
- **Regularly analyse and evaluate Social Clubs**, by using data tools to ensure our activities are relevant, targeted and best serve the community.
- You may also be expected to support **other projects** beyond your core role, **in line with your skills and experience**, that contribute to organisational objectives.

In return we will offer you:

- 26 days' annual leave (22 days' regular leave, a day for your birthday and three days between December 25th and January 1st when The Cares Family is closed).
- Pension (3% employer contribution through the government's NEST scheme).
- A staff welfare programme including access to counselling.

### Essential skills, experience and personal qualities:

- **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).
- **Creativity and resourcefulness** – you're able to come up with lots of feasible and exciting ideas on a budget, to encourage social connection.
- Solid understanding and proficiency in use of **video conferencing apps and social media**.
- Competent **multi-tasker, team-player** and determined **problem-solver**.
- **Adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation.
- **Commitment 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 North London/ Camden/ Islington.
- 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 one/ 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 submit your documents via our [online form](#) by **11.59pm 4th July**.

Your task documents should be uploaded at the same time as submitting the online form, so please prepare these in advance and have them ready to upload before filling in your details.

**Successful applicants will be asked to attend an interview on 21st / 22nd July**

### APPLICATION TASKS

#### Task 1: Introduce yourself.

Please send us an audio recording (no longer than 3 mins) of you introducing yourself and why you are interested in this role and North London Cares.

**Requirements:** Audio file. Please name your file: [YOURNAME]Task1.

#### Task 2: Social Clubs

A Social Clubs Coordinator's main role is to create, coordinate and facilitate between 20 online/ over the phone / face-to-face activities a month that will support social connection between older and younger neighbours.

For this task we would like you to **create** three potential social clubs. There should be 3 clubs, and should be a mix of phone, online and face-to-face. They can be facilitated by you, community partners/local businesses or volunteers.

**Tip:** We're looking for the kind of ideas you have for activities and how you would plan a month. You can name community partners and businesses as examples, but we're not expecting you to have those relationships at this stage. You can view 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]Task2.

#### Task 3: Your skills, experience, 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 / pdf. Maximum of two pages. Name your file: [YOURNAME]Task3.

Please upload your 3 prepared files via our **online application form by 11.59pm on 4th July 2022**. If you have any problems sending your application or have any accessibility needs, please contact Judy, our Head of Programmes, at [hello@northlondoncares.org.uk](mailto:hello@northlondoncares.org.uk) or by calling **0207 118 3838** and selecting option 3.

Please Click [Here](#) to Apply

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