

## JOB DESCRIPTION: COMMUNITY ENGAGEMENT COORDINATOR

Reports to:	Director
Hours of work:	Full time at 37 hours per week or part time at 22.5 hours per week (including some evenings and/or occasional weekends)
Salary:	NJC Scales 14- 17 including London Weighting currently £32,700 (pro-rata)
Pension:	(5% employer contribution to pension, 3% employee)
Annual leave:	25 days plus bank holidays (pro-rata)
Based at:	Currently Well Street, E9

### PURPOSE OF THE ROLE

The Charity relies on the local community for a significant proportion of its funding and this role is primarily outward-facing, presenting the work of the charity to the wider community and supporting the fundraising. In order to do this most effectively it is important to keep up to date with the ongoing work of the charity and therefore some hands-on work supporting the shelters is included in this role.

The Charity has a very small team of paid staff and we expect people to be highly flexible in their roles, with a “can do” attitude, willing to turn their hand to anything that needs to be done. This role description therefore provides only a summary of the main duties and other tasks may be required.

### Key responsibilities and duties

#### Communications and marketing

- Distributing fundraising info – electronically and in person
- Responding to email and telephone enquiries relating to fundraising activities
- Inviting and hosting visits to the shelter from supporters
- Assisting supporters with setting up JustGiving pages
- Providing literature, card readers, banners etc. for community events
- Copywriting for website, social media and fundraising materials
- Attending external events to represent the charity
- Coordinating volunteer support for fundraising events
- Thanking donors
- Building up a portfolio of photographs/ videos
- Supporting guests to tell their stories – in social media or in person
- Managing social media including X (formerly Twitter), Facebook and Instagram
- Leading on key fundraising events – including the Belter for the Shelter, the Sponsored Sleep Out, the Hackney Half Marathon and the annual Christmas Appeal

#### Night Shelter Support Work

- Covering for some handover sessions, mornings or evenings as required
- Assisting with occasional inductions of new guests
- Assisting with occasional hosting visits and inductions for new volunteers
- Occasional cover at the weekends – watching the WhatsApp messages and ensuring the shelters are adequately staffed

<b>General</b>		
<ul style="list-style-type: none"> <li>• Participate in training, supervision and team meetings</li> <li>• Represent Hackney Doorways in a professional manner at all times</li> </ul>		
<b>DBS and references</b>		
Appointment will be subject to the receipt of satisfactory references and a DBS check		
<b>PERSON SPECIFICATION</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATIONS AND EXPERIENCE</b>		
A good standard of education	✓	
Experience of working in the voluntary sector		✓
<b>SKILLS</b>		
Excellent interpersonal skills	✓	
Ability to communicate with a range of different people including – supporters, external professional contacts, colleagues and our guests	✓	
Good administrative skills and ability to organise time effectively and manage a diverse workload	✓	
Excellent written and oral communication skills	✓	
Computer literacy with experience of using Microsoft Office IT systems and Social Media - Instagram, Facebook, X (formerly Twitter)	✓	
Advanced IT skills including using CANVA, desk top publishing packages, graphic design software		✓
Use of JustGiving		✓
Organising events	✓	
Film making / photography skills		✓
<b>KNOWLEDGE, UNDERSTANDING AND OTHER</b>		
Understanding of and empathy with the needs of marginalised and vulnerable people	✓	
Ability to maintain confidentiality and appropriate professional boundaries	✓	
An understanding of and commitment to equality, diversity and anti-discriminatory practice	✓	
Commitment to the vision and values of the charity	✓	

**Application Process:**

Please send a CV and a covering letter, outlining how the above person specification is met to:

[jobs@hackneydoorways.org.uk](mailto:jobs@hackneydoorways.org.uk)

Appointment will be subject to the receipt of satisfactory references and DBS check

With a six month probationary period

Closing date: 15 September 2024