



# Application pack

## Community Network Coordinator



**Thank you for your interest in our Community Network Coordinator role.**

At Unlock we want to ensure that people with criminal records have access to the best quality support possible. We have our website which receives over 1.5 million visits, and our helpline with nearly 10,000 contacts every year; now we want to take this support out into communities to make sure our expertise gets to everyone who needs it.

With over 12.5 million people affected by a criminal record and with this number growing, we know our service is even more important than ever. We want to build a network of community organisations that are connected to Unlock and have access to specialist training in supporting people with criminal records |

This new role is pivotal to achieving the vision of Better Advice for All. If you'd like to be part of this vision and the role fits with your skills and experience, we look forward to your application.

**Best of luck with your application and kind regards,**

**Paula Harriott**  
Chief Executive Officer

**Better Advice for All**  
Insight Panel (User Participation Group)

# About Unlock

## Our mission

Our mission is to advocate for people with criminal records to be able to move on positively in their lives. We:

- Support people with criminal records to navigate their way through challenging times
- Research and raise awareness of the systemic issues that people are facing
- Campaign for changes to legislation, policies and practices of government, employers and others.

## Our vision

*A fair and inclusive society where people with convictions can move on positively in their lives.*

Unlock is an independent award-winning national advocacy charity that provides a voice and support for people who are facing stigma and obstacles because of their criminal record, often long after they have served their sentence.

We exist for two simple reasons.

Firstly, we help people to move on positively with their lives by empowering them with information, advice and support to overcome the stigma of their previous convictions.

To do this we provide information, advice and support, through our website, online tools and confidential peer-led helpline. We help advisors who work with and support people with criminal records by providing criminal record disclosure training. And we support employers and universities in treating people fairly.

Secondly, we seek to promote a fairer and more inclusive society by challenging discriminatory practices and promoting socially just alternatives.

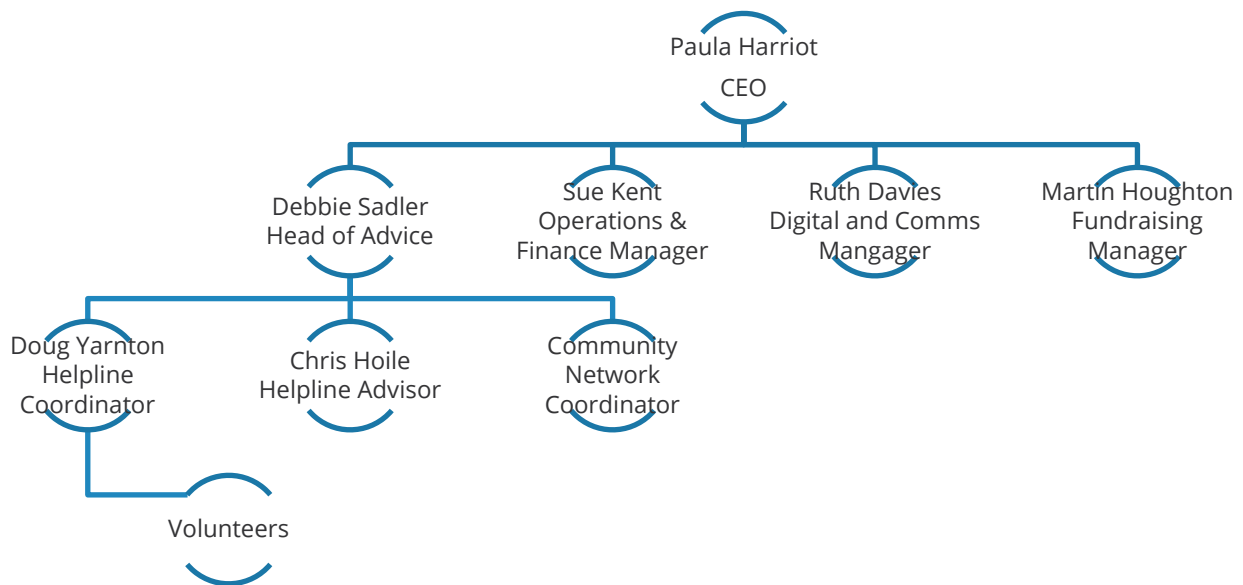
To do this we advocate for change, working at policy level to address systemic and structural issues. We listen to and consult with people, undertake research and produce evidence-based reports to inform policy makers and the public. We challenge bad practice, influence attitudes and speak truth to power. We co-founded and support the Ban the Box campaign and we are

pushing for #FairChecks, a fresh start for the criminal records system.

We welcome applications from people from all backgrounds. Applications from candidates who are from racially minoritised communities, have a disability or who are from a less privileged background are particularly encouraged. We welcome applicants with a criminal record although it's not a requirement for the role. Having a criminal record is not a bar or a requirement for this role.

Unlock is committed to equity, diversity and inclusion. We continue to develop our policies, processes and culture and ensuring our services are accessible by those who most need them, as we know there is always room to improve. We are committed to doing this work in an open and transparent way, and with the involvement of the whole organisation as well as external stakeholders and people we support.

## The Unlock team



## Benefits of joining Unlock

- Holidays      You'll receive 28 days pro-rata.
- Pension        You'll be enrolled into our pension scheme and we'll pay a 6% employer contribution.

Support	Our employee assistance scheme will be available to you, providing you with 24/7 support.
Discounts	A discount portal will be available to you, giving access to offers on popular brands.

## The role

Job title	Community Networks Coordinator
Responsible to	Head of Advice
Salary	£15,000 per year
Contract	Part time with potential to increase to full-time
Duration of project	Three -years
Working hours	18 hours 45 minutes per week with potential to increase
Location	London and the South-East – remote working regular attendance at the Maidstone office
Probation period	6 months

Please note this role isn't suitable for job-share.

### Purpose

Through our 'Better Advice for All' project, Unlock will deliver on our commitment to reach and support underserved groups.

Building on our commitment to provide 'an ear to the ground and a voice at the top', we're creating an Insight Panel of experts with lived experience to amplify the leadership of people who face intersectional injustices throughout our work.

By establishing a network of led by and for the community, grassroots organisations, we'll be sharing our expertise, experience and training so they're able to offer advice directly to the individuals they support.

Our Community Network Coordinator will be at the centre of this change. You'll ensure these voices are heard and reflected in bolder and more effective ways of supporting people with criminal records.

The Community Network Coordinator will also support additional user involvement activities across Unlock, including training coordination and delivery.

## Key responsibilities

- Supporting the development of a Community Network of equity-led grassroots organisations who support people who have criminal records and who are rooted in the communities they support.
- Building the Community Network to 30 organisations by year three of the project.
- Coordinating the delivery of Unlock's training to empower organisations to help people with criminal records to get the best possible advice from the first person they ask.
- Identifying opportunities for mutually beneficial training and information sharing between Unlock and the Community Network to improve outcomes for people who find it most challenging to access advice.
- Recruiting and supporting members of the Insight Panel and strengthening their capacity to co-develop work with the Unlock team.
- Managing the work of the Insight panel ensuring the lived experience of people who face intersectional injustices shape and direct our work.
- With the Advice Team and Digital and Communications manager, plan and co-create changes to transform the way information and advice can be accessed.
- Agreeing and setting-up appropriate quantitative and qualitative data collection processes to capture project progress and inform developments.
- With the Head of Advice, monitoring, measuring and evaluating the impact of the project.
- Supporting and organising user involvement across the organisation.
- Working with the staff team and board to encourage a culture of involvement of service users and being increasingly in all our work.
- Coordinating training activity and delivering training.
- Using Unlock's systems to store, manage and reporting on data about community engagement activities.
- Undertaking any other reasonable duties requested by the Head of Advice or CEO.

## About you

Our Community Network Coordinator bring the following to the role:

### Attitudes and values

Commitment to

- embracing diversity and sharing our commitment to equality and to eliminating discrimination
- working with people with lived experience in a sensitive and non-judgemental way
- giving people who face intersectional injustices a voice, making a positive difference and challenging inequality
- Unlock's aims, value and approach
- research and idea generation through co-production
- building positive and productive partnerships

### Qualifications

- 12 months experience in a similar role

## Experience

- Reaching out to communities and engaging them in different ways such as focus groups, surveys and interviews.
- Experience of co-production and using different, relevant strategies to ensure peoples voices are heard and understood.
- Organising and supporting people engagement activities
- Monitoring, measuring and evaluating impact.
- Communicating with a wide range of people at all levels
- Fostering positive and impactful relationships with grass roots organisations
- Coordinating and delivering training
- Contributing to project planning and project management.

## Skills and abilities

- Understanding of the issues of people facing intersectional injustices.
- Ability to network and develop effective working relationships
- Ability to organise and coordinate people engagement activities
- Ability to use a range of communications styles and channels appropriately and effectively
- Ability to work on own initiative
- Ability to think creatively
- Confident using IT including use of spreadsheets and databases. Using social media platforms and google analytics will be part of the role; if you don't already have experience of this, training will be giving.

## How to apply

**Application deadline**                      **Sunday, 23 February 2024**

All applications will be acknowledged by email. Whether or not you're shortlisted for interview you'll hear back from us by Tuesday 25 February 2024.

**Meeting our Insight panel**                      **Monday, 3 March 2024**

The selection process will include an online meeting with members of our Insight Panel. The panel will want to understand how you will work with them and support them to have influence

**Interviews**    **Wednesday, 5 March 2024**

Interviews will take place online. We'll share the interview questions with you beforehand.

To apply for this role:

- [Download the job application form](#) from our website.
- Send your completed application form by email to [admin@unlock.org.uk](mailto:admin@unlock.org.uk) with the subject line Community Network Coordinator

- To help us meet our aims and commitments to equity, diversity and inclusion please complete our monitoring form [here](#). Any information you share is completely anonymous and will not form any part of the selection process.

## Our shortlisting process

We shortlist candidates by matching details on your application against the person specification for the role.

The application form includes three role specific questions. We're looking for clear evidence of your experience, skills and knowledge and the approach you'd take to key parts of the role.

To help us recruit fairly we are using anonymous recruitment techniques. This means we will remove your name, gender and other identifying information when sifting and shortlisting candidates.

Our aim is to find out more about you, your skills, abilities and experiences. We know sometimes that means people need adjustments to fairly take part in applying for jobs. If you, at any point in the recruitment process, need adjustments to be made because of a disability, please let us know.

## We actively encourage applications from people with criminal records

Our approach to criminal records for this role:

- We are a Ban the Box employer and won't ask you to disclose a criminal record on the application form.
- If you'd like to reference your lived experience of the criminal justice system as part of your application, this will only be considered for if/how it contributes to your suitability for the role. Your application will be anonymised before being assessed, including any potentially identifying criminal record details that you include such as the offence type or prison.
- If you would like to talk to someone in confidence about your criminal record before submitting your application, please email [sue.kent@unlock.org.uk](mailto:sue.kent@unlock.org.uk).

## If you're successful at interview

As part of the project you will be recruiting, supporting and working with our Insight Panel which could include young adults, people with neuro divergence, mental health illness and low literacy levels. If successful at interview, you'll receive a conditional offer and be invited to a separate, confidential disclosure discussion with our CEO and Head of Advice.



- You'll be asked to disclose any unspent conviction.
- A basic DBS check will take place.
- You'll be asked to tell us if you are currently subject to any supervision or conditions that may be relevant to the job. For example, if you are subject to restrictions that relate to digital access, such as use of social media, access to confidential databases, or requirements to provide access to your devices to supervising staff, we may need to discuss these further with you.

## Thank you

If you have any questions about the application form or application process, please call Sue on 07385 204 839 or email [admin@unlock.org.uk](mailto:admin@unlock.org.uk).