



Hope St Mellons is the working name of Here For Good Collective  
(charity number 1202371)

Beacon Centre, Harrison Drive, St Mellons CF3 0PJ

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# Application Pack: Volunteer and Community Development Coordinator

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## Overview of the Post

<b>Post</b>	Volunteer and Community Development Coordinator
<b>Location</b>	The Beacon Centre, Harrison Drive, St Mellons, CF3 0PJ
<b>Responsible to</b>	Director
<b>Working hours</b>	Part time: 30 hours (Flexible hours across Monday - Friday available; occasional evening / weekend working will be needed.)
<b>Contract type</b>	12-months fixed term (We are looking to extend this role beyond 12 months but this will be subject to the availability of funds)
<b>Start date</b>	October 2024
<b>Probation period</b>	6 months
<b>Salary</b>	£34,086 (£27,269 pro rata)
<b>Annual leave</b>	30 days paid leave (24 days pro rata) plus bank holidays.  Holiday and TOIL are expected to be taken such that the impact on programmes is minimised.

### Role summary

Hope St Mellons (legal name: Here For Good Collective) was established in 2023 after local people came together to form a community development charity, building on 10 years of volunteer-led community work. Hope St Mellons is based at and manages The Beacon Centre, an independent community centre in St Mellons. The building hosts a range of volunteer activity across weekdays and evenings, including Hope St Mellons' volunteer-led groups as well as activities delivered by partner community groups. We are seeking an experienced and highly skilled person to support our volunteers and volunteer-led groups. The Volunteer and Community Development Coordinator will work with the Director to deliver Hope St Mellons' commitment to invest in volunteering; helping to support, sustain and develop work with volunteers at the Beacon Centre and through Hope St Mellons activities across St Mellons. This role will support the coordination of existing and emerging volunteer roles and volunteer-led community development in Hope St Mellons.

## About Hope St Mellons

We are a grassroots community group based at The Beacon Centre and working across St Mellons. We have a small, dedicated staff team (including our Director, Facilities Manager, Reception & Administration Assistant, Pantry Manager, Wellbeing Workshop Leader and Cleaner) and a growing volunteer base (45+). The Volunteer and Community Development Coordinator is a new team role.

Our vision:

**A safe, connected, thriving community.**

Our mission:

**We are working together to:**

- **develop and nurture community,**
- **create spaces for connection and opportunities for growth,**
- **push back against social injustice.**

Our values and ways of working:

- **Local people know their community best.**
- **We work to be inclusive and intergenerational.**
- **We value the unique contribution and worth of each person.**
- **We work from hope and the strengths of our community.**
- **We commit to engaging with and listening to everyone in our community.**

Hope St Mellons began as a volunteer-led group in 2018. Following the growth of the group as a platform for local action and community development, we formed as a Charitable Incorporated Organisation (CIO) in March 2023. In May 2023, Hope St Mellons also took on management of The Beacon Centre (a multi-use, independent community building) and we are working with Beacon Centre Trust to transfer ownership of the building to Hope St Mellons. This is an exciting development that underpins a number of our aims for the coming years, including: the expansion of our community projects already based in the building; our ability to generate income from the building and become a self-sustaining organisation; and, the development of the building into a locally-owned community space where people feel welcome and valued. We're excited about what we're doing together through Hope St Mellons. Some of our current projects include:

- **St Mellons Pantry** – a community-led food project responding to food poverty and food insecurity where members pay £5 a week and choose up to £20 worth of good-quality, healthy food, including fresh fruit, vegetables and meat.

- **St Mellons Pantry Garden** – a volunteer-led food-growing and wildlife garden that supports connection and wellness. The Pantry Garden currently includes raised veg beds, wildflower meadow and a micro-orchard.
- **Forest School** – a child-centred, inspirational learning process, that offers opportunities for holistic growth through nature, play and supported risk-taking.
- **Wellbeing Workshops** –bespoke emotional literacy workshops utilising the creative arts to support families. This is delivered in partnership with local primary schools.
- **St Mellons Mutual Aid Fund** – community-led small grants to support those in hardship and to signpost neighbours to agencies who can help with food poverty, fuel poverty, debt and benefits advice.
- **Step Out Scholarship Programme** – a hyper-local fund that provides community-funded scholarships alongside pastoral support to help young people reach their goals through education and training.
- **Nature Club** – a monthly intergenerational club that focuses on connecting to nature and neighbours while benefiting the local environment.
- **Crafty Chats** – a friendship and craft group meeting twice a week at the centre.
- **Mess n Tots** – a low-cost sensory stay and play group.
- **One-off community events** including – Volunteers Christmas Party, Free Christmas Toy Shop, Table-Top Sales, Summer Coach Trips and our Community Mural project.
- **Our volunteer programme** – providing support, supervision, training and recognition for our volunteers.

You can see recent updates from Hope St Mellons on our Facebook and Twitter: @hopestmellons





Energy Saving Cooking Demo at St Fagans Food Festival, Sept '22



Young gardeners trying our first tomatoes, Aug '22



Making it to the top of Pen Y Fan! Money raised for Pantry, MAF and Stroke Association, Apr '22



Homemade cake at our weekly coffee morning :)



Digging our fruit bed in the hot sun! Jun '22



Decorating terracotta pots for our strawberry plants, Mar 22



Stopping for hot chocolates on our Nature Club Spring Walk, Feb '22



Free Christmas Shop - stocked by the community with 350+ new toys, Dec '21

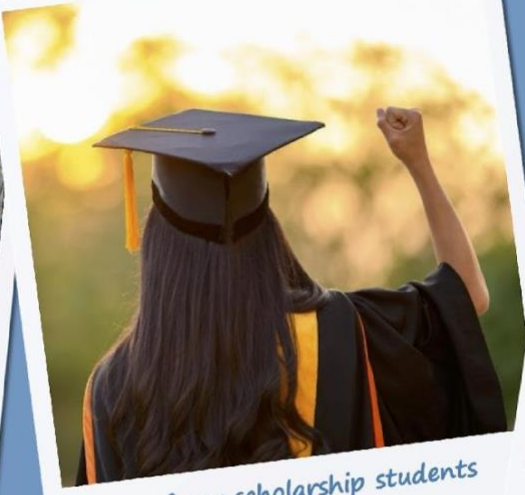


Getting all ages involved in Garden Club, Mar '22





Planting 200+ daffodil bulbs across St Mellons, Oct '21



Three of our scholarship students graduate with degrees in Law, English & Drama, Jun '21

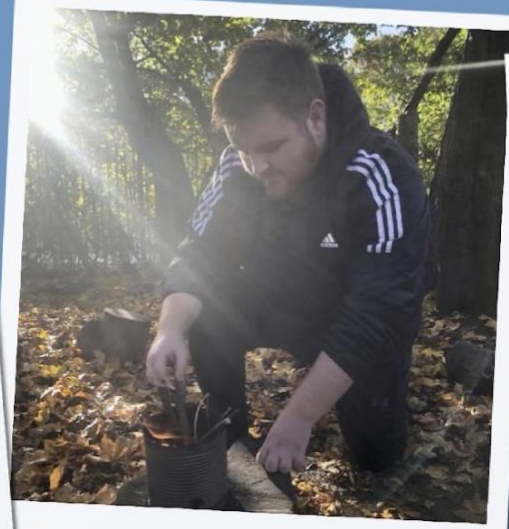


## Baking Club

Bake-at-Home Club during Covid restrictions, Mar-Jul '21



Harvest time! Zero-miles, organic veggies in the Pantry, 'Sept 22



Training local volunteers as Forest School Assistants, Oct '21



All ages turn out on a winter day to plant our micro-orchard, Jan '22



Creating a Bug Hotel in Nature Club Mar '22



Our friendly Carrot and T-Rex talking to Pantry members about cooking with veg! May '22



Fancy dress at our Jubilee Party Jun '22

## Job description

<b>Post</b>	Volunteer and Community Development Coordinator
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### **Main purpose of the role**

The Volunteer and Community Development Coordinator will work with the Director to deliver Hope St Mellons' commitment to invest in volunteering; helping to support, sustain and develop work with volunteers at the Beacon Centre and through Hope St Mellons activities across St Mellons. This role will support the coordination of existing and emerging volunteer roles and volunteer-led community development in Hope St Mellons.

### **Role specific tasks**

1. To work with the Director, staff team and volunteers in the development and communication of volunteering opportunities across Hope St Mellons.
2. To work with the Director to improve policies, processes and practices across all elements of volunteer support; and develop clear lines of operational responsibility for all aspects of volunteering.



3. To facilitate the smooth running of all elements of volunteer support: recruitment, induction, development, supervision and recognition; and to work with staff to ensure volunteer support is of a consistent, high quality.
4. To support group leaders and volunteers in existing leadership roles through the establishment of formalised 'Lead Volunteer' roles; and develop Lead Volunteer roles for new and existing groups, where needed.
5. To provide support, guidance and training to Lead Volunteers to develop confidence, skills and growth through routine 1:1 sessions.
6. To help Lead Volunteers and group leaders sustain and develop their group/project, by supporting Lead Volunteers with project planning and management, fundraising, budgeting, following HSM policies, and managing the changes and conflict.
7. To work with the Director and our partners in the East Cardiff Youth Action Group to develop our Youth Volunteering offer and expand volunteer opportunities for local young people.
8. To work towards the principles set out in the Investing in Volunteers Standard with the aim of achieving our Award status in the future and providing best practice in volunteering.
9. To support the planning of activities and events that celebrate the contribution and difference Hope St Mellons Volunteers make / bring to the organisation.
10. To work with the Director, community members and groups to expand volunteer-led community development through Hope St Mellons and support new volunteer-led initiatives.
11. To provide guidance and advice (where appropriate) to emerging grassroots groups who are established outside of Hope St Mellons, particularly those interested in working with Hope St Mellons or at The Beacon Centre.
12. To support effective problem solving and conflict resolution, by: ensuring volunteers know who to go to with problems or challenges; supporting Lead Volunteers to manage problem-solving and conflict resolution in their groups; to be a point of contact for all volunteers in relation to problem solving and conflict resolution; and by contributing to a listening culture.
13. To coordinate volunteer recognition, including the issuing of Time Credits to volunteers across all Hope St Mellons projects, together with project leads and Lead Volunteers.
14. To continually improve and administrate the Hope St Mellons volunteer database.
15. To maintain and regularly update the Hope St Mellons Volunteer Handbook.
16. To help prepare and implement training and development programmes that support both individuals and groups.
17. To work with the Director to develop spaces for volunteer story-telling and to help capture and share stories.
18. To work with the Director to include volunteers in the evaluation, learning and planning cycle of our projects and of organisation-wide activity.
19. To collect, collate and update monitoring and evaluation data related to volunteering, ensuring that all records and volunteer files are kept up to date and that all personal data is effectively protected and handled, and in line with Hope St Mellons policy/procedure and GDPR legislation.
20. To promote equity, diversity and inclusion, co-production and asset-based community development throughout volunteering.
21. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the Director in relation to the smooth running of Hope St Mellons.

### **General tasks**

- To work within and promote all of Hope St Mellons' policies and procedures.
- To work within and promote Hope St Mellons' values and ways of working.
- To work collaboratively and support colleagues.
- To keep accurate records including statistical information where appropriate.

- To provide written reports and information as requested.
- To work at Beacon Centre as and when required.
- To attend training and undertake continual professional development as required.
- To attend meetings as required, including weekly staff meetings.
- To attend monthly supervision meetings and annual appraisal meetings, working with the Director to develop objectives for professional and personal development.
- To work flexible hours as appropriate to the needs of the role, including some evenings and weekends.
- Any other reasonable duties requested by your line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not an exhaustive one and Hope St Mellons may vary duties from time to time. This job description is subject to regular review.

## Personal specification (Volunteer and Community Group Coordinator)

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ability to build strong relationships with appropriate boundaries.	x	
Ability to support, encourage and motivate people in their own personal development.	x	
Ability to develop processes and procedures and communicate these effectively.	x	
Ability to work as part of a team.	x	
Excellent communication and interpersonal skills, with the ability to support people who are distressed or angry and communicate well with the public, colleagues, visitors and partners.	x	
Excellent partnership working skills that support the further development of Hope St Mellons volunteering.	x	
Be able to demonstrate commitment to equality and diversity and a genuine desire to help people.	x	
Can complete reports and assessments.	x	
Possesses excellent ICT skills, including a high level of competence with Microsoft Word and Microsoft Excel or Google Docs and Google Sheets.	x	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Educated to NVQ Level 4 or equivalent qualification and / or relevant experience of working in this area.	x	
Experience working with and supporting volunteers.	x	
Experience of working within the communities of St Mellons and Trowbridge and/or similarly marginalised communities.	x	
Using a variety of IT applications i.e., Google Workspace, MS packages, to assist the smooth running of the organisation.	x	



Experience of problem-solving and conflict resolution	x	
Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector.	x	
Experience of working in a community setting that reflects a range of backgrounds and ages.	x	
Experience of volunteer management, including volunteer induction and on-going support.	x	
Experience working in local / grassroots community projects.		x
A track record of delivering community development, participation, and involvement activities and events.		x
Experience of supporting the establishment of community groups and projects (including planning, project management, fundraising)		x

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
An excellent understanding of equalities and working to diverse needs.	x	
An excellent understanding of Community Development principles (including asset-based working and co-production) and how to apply these in a volunteer/group environment.	x	
A good understanding of key legislation relevant to volunteering, including safeguarding, health & safety and other relevant policies.	x	
Understanding of confidentiality, data protection and volunteering governance.	x	
Lived experience or a good understanding of wellbeing/economic issues facing marginalised communities, and how to overcome barriers to engage people.	x	

<b>Additional Job Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work.	x	

Is adaptable and takes responsibility.	x	
Is organised, confident, reliable, honest, punctual and enthusiastic.	x	
A good team player who will support colleagues.	x	

## Application process

**Application form:** Application forms can be requested from: [info@hopestmellons.org](mailto:info@hopestmellons.org)

Please note that we will not accept a CV in place of a completed application form.

**Deadline for application form to be submitted:** Wednesday 21<sup>st</sup> August 2024, 5:00 pm.

**Please email your completed application form to:** [info@hopestmellons.org](mailto:info@hopestmellons.org)

Please include your name and the post title in the subject. You will receive an email confirming that we have received your application. Invitations to interview will be sent out on Friday 23<sup>rd</sup> August 2024.

**Interviews:** Interviews will take place on Thursday 29<sup>th</sup> August at the Beacon Centre, Harrison Drive, St Mellons, CF3 0PJ. Details about the interview will be sent out with invitations to interview.