

On Your Side - Project Officer

Based at Protection Approaches

Salary: £32,076 – £36,648 per annum, depending on experience

Contract: Initial one year fixed term contract with expectation of extension

Hours: Full time, 35 hours per week, flexible working hours

Location: Anywhere in the UK on a work from home basis, or in Protection Approaches' offices in Kennington, London

Deadline: Sunday 21st April 2024, 11.59pm

About On Your Side

[On Your Side](#) is the UK-wide support and reporting service for East and Southeast Asian communities who experience racism and/or any forms of hate.

Launched in August 2022, the service includes a 24/7 freephone helpline available in East and Southeast Asian languages; a website with reporting forms and resources; and ongoing community-based support delivered by trained casework advocates. We work to ensure that those who experience racism and/or hate have access to the highest levels of culturally competent support while building a better picture of the nature and range of incidents so they can be better prevented.

Funded by the UK Department for Levelling Up Housing and Communities, On Your Side is delivered by a consortium of 9 organisations including East and Southeast Asian led community groups alongside national hate crime reporting and hate crime prevention organisations. This role will be based at the consortium lead organisation, identity-based violence prevention charity [Protection Approaches](#).

About the role

Based at Protection Approaches, the Project Officer will report directly to the On Your Side Project Manager, and work closely with Protection Approaches' team, On Your Side Casework Coordinator, Outreach Officer, and all consortium partners.

This is a new and exciting role that will be central to the delivery and development of the On Your Side service as it moves into a new phase over the next 12 months as an established, sustainable service.

In this role the Project Officer will develop their project management skills as they work with the Project Manager on overall coordination of the On Your Side service including coordination of the project delivery team across partner organisations to ensure they are meeting agreed objectives to agreed timelines.

You will oversee several distinct areas of work including overseeing the strategy and work of the On Your Side Outreach Officer in developing and implementing new engagement, outreach, communications and public education strategies. You will also oversee the publishing of a quarterly data report, and ensuring data is being recorded appropriately and accurately.

You will represent the service at high profile meetings and events including meeting with current and future funders, representatives from national and local government, other policy-makers, police and, academic experts to build the profile of the service, improve its support methodologies and impact, and assist in the development and implementation of sustainability and fundraising plans for the service.

You will be trained by the Protection Approaches Outreach team on delivery of hate crime workshops, and other trainings and use those skills to deliver awareness sessions for On Your Side, raising awareness of the service and its benefits while supporting ESEA community members to better understand their rights and how they can tackle racism and hate.

The role is a 12-month fixed term contract. During this period we expect to secure additional resources to ensure the ongoing delivery of this service and extend the role of Project Officer.

The successful candidate will:

- Assist the Project Manager in overall coordination of the On Your Side service including coordination of the project delivery team across partner organisations to ensure they are meeting agreed objectives to agreed timelines
- Oversee the work and strategy of the On Your Side Outreach Officer to develop and implement engagement, outreach, and public education strategies to increase knowledge about the service and use of the service
- Increase the profile and visibility of On Your Side particularly among key stakeholders in ESEA communities and service provider to establish partnerships in outreach or referrals
- Represent the service at high profile external meetings, such as with funders, or stakeholders in regional or national government
- Represent the service at events and workshops including delivery of workshops about hate crime, the service, or other related topics
- Build networks across the hate crime prevention, reporting and support sectors
- Organise and chair meetings with partners and external consultative groups
- Identify lessons of community-led change to inform policy and advocacy activities
- Support implementation of monitoring and evaluation processes
- Regularly review incident reports to verify data accuracy, ensuring cases are appropriately followed and recorded
- Collaborate closely with the data team to ensure publication of quarterly anonymised and aggregated data reports, disseminated to relevant stakeholders
- Assist in the development and implementation of sustainability and fundraising plans for the service
- Commission and liaise with external contractors to deliver services
- Oversee communications including developing social media, website, and other communications copy, writing press releases, and writing opinion pieces
- Anticipate where problems may emerge and work with partners to solve those problems
- Maintain accurate project documentation and reports

What we're looking for

<p>Experience</p> <p>Experience of coordinating and managing project activities or events including delivering to tight deadlines, reporting, coordinating with project partners, and M&E</p>	<p>Experience</p> <p>Experience of representing an organisation or programme in meetings and events</p>	<p>Experience</p> <p>Experience of working with and coordinating partnerships including a range of stakeholders such as community partners, donors, policy makers, NGOs, researchers</p>
<p>Skill</p> <p>Ability to develop clear and engaging communications, including social media content, targeting different audiences including distilling complex ideas and issues into easy to read and understand materials</p>	<p>Skill</p> <p>Ability to chair or facilitate interactive meetings, workshop and events with clear outcomes</p>	<p>Personal quality</p> <p>Willingness to take responsibility for ensuring successful delivery of project activities and events which may occasionally mean working longer hours or experiencing a stressful workload</p>
<p>Knowledge</p> <p>Deep understanding of and sensitivity to complex power dynamics, intersectional approaches to service development and working with partners</p>	<p>Knowledge</p> <p>Deep understanding of issues faced by East and Southeast Asian communities and community members in the UK</p>	<p>Knowledge</p> <p>Knowledge of hate crime legislation and hate crime reporting in England and Wales, Scotland and /or Northern Ireland</p>

Working at Protection Approaches

Protection Approaches is a London based charity established in 2014 to prevent all forms of identity-based violence In the UK, and around the world.

We know that the very nature of our work can sometimes mean additional demands on our team that would not be found in other sectors. Through the work we do, we all come into contact, often daily, with those who have experienced identity-based violence. Additionally, the responsibility we have to those communities we work with and the importance of the work we do can sometimes mean longer hours or stressful workloads. As an organisation we are constantly trying to improve the ways we ensure wellbeing of our team. While there will always be more we can learn we have a series of measures in place to try and support our team do this difficult but vital work:

Flexi hours - all staff members at Protection Approaches work flexible working hours allowing them to better plan their workload as well as make time for the things they need to do outside of work

Employee assistance programme - all staff member have access to a free employee assistance programme including a 24/7 helpline with trained operators able to help and advise with any issue you are facing, including referring you and/or your family to free counselling services.

Duvet days - all staff are entitled to take 'duvet days', which are unscheduled day's leave from work, taken to alleviate stress or pressure, and that do not count against your holiday days or sick days.

To Apply

Candidates to submit the following via email no later than 11.59pm Sunday 21st April 2024.

1. A completed application cover form found [here](#)
2. Answers to the three questions below. These can be submitted as written answers or as a voice recording. Answers should be no more than 300 words per question
 - i. How do your skills and professional, lived or other experiences, and personal qualities match what we are looking for in this role?
 - ii. Tell us about a time you have coordinated or managed a project or activity, what was it? What was your role? Were there other team members that you had to coordinate? How did you ensure that the project / activity was a success and met it's aims?
 - iii. What is your knowledge of issues related to East and Southeast Asian experiences of Hate Crime and/or racism or of hate crime reporting and victim support?

Applications should to be sent via email: recruitment@protectionapproaches.org

Selection Process

This is a 'blind' recruitment process. This means that when long-listing and short-listing those who are assessing the applications will not be aware of the names of the candidates or other personal information

- All applicants will be informed of the outcome of their application
- All shortlisted candidates will be informed of the outcome of their interview
- We may interview shortlisted candidates before the extended application deadline

Shortlisting will be based on your answers to the three questions above.

We particularly want to encourage people who might think twice before applying, including those from minority ethnic groups, LGBTQI+ applicants, applicants with disabilities, and anyone whose talent and experience might not be reflected in paid professional roles and formal qualifications. We hope to attract applications from those with relevant experience in a local, national or international settings.

If you have questions about the role or application process contact Andy Fearn at Andy.fearn@protectionapproaches.org or 07590041949