

JOB DESCRIPTION

Job Title: People Coordinator

Department: Programmes & Services

Salary: Volunteer

Hours: 6 hours (Saturdays 12:00-18:00) plus some home working throughout the week as required

Location: Bethnal Green

Responsible to: Programmes and Services Manager and Executive Director

Contract length: 1 month in-person probation period, with sight to work remotely for minimum 6 month term following

About TLC

The Trans Legal Clinic is the first trans-led specialist gender identity legal practice and registered charity in the UK. The mission of the Trans Legal Clinic is simple; we provide free and accessible legal help to transgender and non-binary people in need. Our overarching vision is a society where all people have access to the legal resources required for gender self-determination and where gender diversity is not just accepted but embraced, with trans* people equipped with the necessary legal tools to navigate the world in their affirmed gender.

Service Introduction

The Programmes & Services department keeps our organisation running. Our team work directly with volunteers by offering them support.

Our Programmes & Services department is divided into four roles. Each of these roles reports to our Programmes & Services Manager. Our four roles are:

- People Coordinator
- Volunteer Engagement Coordinator
- Referrals Coordinator
- Training Coordinator

Key tasks and responsibilities

Recruitment & Selection

- Assist in the preparation of comprehensive job descriptions, person specifications, and engaging job adverts to attract the best talent.

- Manage the full recruitment process using our Applicant Tracking System (ATS), from candidate sourcing to selection.
- Actively monitor and maintain various recruitment channels to ensure a continuous pipeline of candidates.
- Screen resumes and applications, shortlist candidates, and conduct initial interviews.
- Coordinate and schedule interviews and training sessions, liaising with applicants and interview panels to facilitate a smooth process.
- Conduct reference checks and background verifications where required.

Onboarding & Offboarding

- Lead the onboarding process for new volunteers, ensuring they feel welcomed and fully supported as they integrate into the team.
- Develop and implement continuous improvements to the onboarding process to enhance the overall volunteer experience.
- Organise necessary documentation and compliance requirements to ensure all records are up-to-date.
- Facilitate offboarding procedures when necessary, ensuring a respectful and professional exit process.

General TLC Support

- Adhere to Trans Legal Clinic's Policies and Procedures at all times.
- Cover for other members of the team and department as necessary.
- Be proactive in reviewing and evaluating own performance and identifying upon areas for improvement and development.
- Undertake any other duties compatible with the level and nature of the role and/or reasonable duties required by more senior members of staff.
- Attend and participate in external meetings and briefings as required.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Trans Legal Clinic. The post holder will be expected to undertake other duties as appropriate and as requested by their line manager.

Person Specification

Please complete the application form, applying for Operations, found here:
<https://www.translegalclinic.com/apply>

In the 'Supporting Statement' section, please explain how you fulfil each of the points in order they appear.

Essential criteria are those that are required in order to succeed in the role. Desirable criteria are those that would be beneficial to the candidate in this position.

Requirements	Essential	Desirable
Education, Qualifications and Background		
1. Certificate and/or training in trans* awareness		X
Experience		
2. A commitment to trans* rights and a keen interest in working with trans* people	X	
3. Experience of HR and/or working in a People team		X
Knowledge, Skills and Abilities		
4. Knowledge of People processes		X
5. Knowledge of the issues confronting trans* people	X	
6. Strong interpersonal, communication and presentation skills, with the ability to communicate with a wide range of stakeholders.	X	
7. Proficiency in Microsoft Office packages, especially Teams and SharePoint, with strong IT and administration skills	X	
8. Ability to work with applicants to communicate about existing roles and take their abilities into consideration for new roles.	X	
9. Ability to create relevant People resources		X
10. Ability to articulate empathy with needs of trans* people facing issues. Working knowledge of the intersectional social issues that affect trans* people and impact upon their wellbeing.	X	
11. Experience of inputting and maintaining up-to-date records and notes, in accordance with organisational policies, privacy policies and GDPR requirements		X
Values		
12. Commitment to supporting and improving the wellbeing of trans* people facing Housing & Homelessness, maintaining a client-led approach	X	
13. Commitment to equal opportunities and upholding and complying with Trans Legal Clinic's Equality, Diversity and Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, services users and other members of the community	X	
In addition		

14. Willingness to work in a flexible way, including some out of hours remote working as required to meet the needs of the service, as well as events and networking opportunities	X	
--	---	--

Equity, Diversity and Inclusion

The Trans Legal Clinic strongly believes in the value of lived experience, and we encourage applications from individuals who bring unique perspectives shaped by their experiences. For this role, this includes trans* and gender diverse individuals and those who have experienced homelessness and housing insecurity.

We recognise that some communities are underrepresented within our organisation. We particularly encourage applications from trans* people of colour, trans femmes, and trans people with experience of seeking asylum and refuge.

As part of our commitment to equity, we offer a Guaranteed Interview Scheme for disabled candidates who meet the essential criteria for the role. Additionally, in line with our requirements under the Equality Act 2010, we will provide reasonable adjustments at all stages of the recruitment process and in the workplace. Please ensure you list any reasonable adjustments you will require in the application form.