

## Job Description:

### Project Coordinator - MOJ



**Toynbee Hall**  
For a fairer future Since 1884

<b>Job title</b>	Project Coordinator - MOJ	<b>Location</b>	Office based / Hybrid + Prison Sites
<b>Department</b>	Advice Services – Debt Free Advice	<b>Length of contract</b>	1 Year - Fixed Term Contract
<b>Outreach Work Required</b>	Yes – onsite within prisons	<b>Safeguarding level</b>	TBC
<b>Reporting to</b>	Senior Operations Manager	<b>Direct reports</b>	None
<b>Working Hours</b>	35 hours per week	<b>Working Pattern</b>	Normal working days and times with some flexibility. Hybrid (3 days per week in office)

### About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

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### Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

### How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

### Job purpose

1. Provide essential project support to the Sr. Operations Manager for Ministry of Justice Pilot across thirteen (13) sites.
2. Assist with coordinating site installations, HMPPS communications, and assist with meetings and reporting for pilot project.
3. Support the project by keeping detailed notes and updates of the project
4. Assist the operations team with any administrative tasks, including raising purchase orders and invoices on the finance system.
5. Coordinate logistics and deliveries across the Debt Free Advice supply chain.
6. Support the project with ad-hoc duties to ensure pilot runs smoothly across sites.
7. Participate in communication between the Sr. Operations Manager, senior leaders, and internal/external stakeholders of the project including MaPS and MOJ.

### Scope of role

The Project Coordinator is responsible for providing comprehensive support for the joint pilot between Ministry of Justice (MOJ), Money and Pensions Service (MaPS) and Debt Free Advice (DFA). This role involves managing deployment schedules, coordinating communications, and organising workshops. Additionally, the Project Coordinator will support the operations team with any applicable administrative tasks, including raising purchase orders and invoices on the finance system, and assist with project management activities. The role also includes coordinating logistics and deliveries across the Debt Free Advice supply chain. Reporting to the Sr. Operations Manager, this position ensures smooth operations within the project, allowing senior leaders to focus on the growth and

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success of this project.

### Key working relationships

- **Sr. Operations Manager:** Provide direct project support and assist with all project related activities.
- **Head of Impact and Data:** Collaborate with Data team to align operational support with project goals.
- **Advice Services Senior Leadership:** Engage with senior leadership to provide logistical and project support as needed.
- **Finance Team:** Work closely with the finance team to raise purchase orders and invoices, ensuring financial processes are followed accurately.
- **Internal Departments:** Collaborate with various internal departments to ensure cohesive administrative support and address any interdepartmental issues.
- **External Stakeholders:** Facilitate communication and coordination with external stakeholders to support the delivery of this project.

### Key Responsibilities

#### 1. Project Support

- Organise, plan, and take minutes at project meetings, including assisting of handling logistics like booking rooms, arranging refreshments, and notifying attendees.
- Follow up on action items and ensure the implementation of decisions made during meetings.
- Prepare and distribute reports and other documentation to keep the project team informed and engaged.

#### 2. Administrative Support for Finance

- Raise purchase orders and invoices on the finance system, ensuring accuracy and compliance with organisational procedures.
- Assist with financial administrative tasks as needed.

#### 3. Logistics Coordination

- Coordinate logistics and deliveries across the Debt Free Advice supply chain to ensure timely and efficient service delivery.
- Manage logistics for workshops, project meetings and mobilisation of project.

#### 4. Communication Facilitation

- Serve as a point of contact for the project.
- Manage the distribution of information to staff and stakeholders to ensure consistent and clear communication.

#### 5. Event Coordination

- Assist in planning on-site workshops, meetings or other necessary events for the success of the project.
- Handle all related arrangements such as guest lists, venue, catering, and technology needs.

#### 6. Professional Development

- Identify opportunities for personal development and stay updated with industry trends

and best practices.

- Participate in training and development activities to enhance skills and knowledge.

### Person Specification

The successful candidate will demonstrate:

#### Essential Criteria:

##### 1. Experience and Skills:

- Proven administration or project coordination experience, including significant experience working with senior management in a similar organisation.
- Excellent IT skills, with proficiency in using office software like Microsoft Office and particularly adept in spreadsheets.
- Strong organisational and communication skills, with an excellent attention to detail.

##### 2. Communication and Interpersonal Skills:

- Ability to build and maintain positive relationships with all staff members.
- Excellent written and verbal communication skills.
- Competence in handling sensitive information with discretion and maintaining confidentiality.

##### 3. Personal Attributes:

- High level of professionalism and integrity.
- Ability to work independently and proactively without supervision.
- Capacity to remain calm and effective under pressure, adopting a “find a solution, no blame” attitude.
- Open-minded, inclusive, and collaborative approach, seeking fresh and alternative perspectives.
- Commitment to empowering others by sharing knowledge and enabling action.

##### 4. Commitment:

- Strong alignment with Toynbee Hall’s mission, strategy, and values.
- Willingness to participate in training and develop further understanding in areas such as safeguarding.

#### Desirable Criteria:

##### 1. Sector Experience:

- Experience in the charity sector, advice, or prison services.

##### 2. Additional Skills:

- Familiarity with project management tools and meeting coordination.

### Further information

The role requires working from the Toynbee Hall office an average of 2-3 days per week

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minimum. The role will require occasional working days on-site at prison sites within South England.

There is some flexibility in hours.