



EAST LONDON CARES

Programme Coordinator (Social Clubs) Job Application Pack

- £26,000 annual salary.
- Permanent, full-time (37.5 hours per week).
- Remote and office based (Bethnal Green) with programme work taking place across Hackney and Tower Hamlets.
- 26 days of annual leave per year, plus bank holidays.
- Staff counselling service.
- Flexible working hours.
- Application deadline: 9am Tuesday 27th April 2021

East London Cares is an anti-racist organisation committed to advancing anti-racism and inclusion. We particularly welcome applications from Black, Asian and Minority Ethnic people, who are under-represented in our organisation. We are an equal opportunities employer.

ABOUT THE CARES FAMILY

The Cares Family helps people find **community and connection in a disconnected age**. First established in 2011, our objectives are to reduce loneliness and isolation by creating and supporting meaningful mutual relationships between people who might not otherwise interact; to help people feel **belonging, purpose and power in a rapidly changing world**; and to bring people together to **reduce the gaps across social, generational, digital, cultural and attitudinal divides**.

Over the past nine years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people together to share time, laughter, new experiences and friendship**. We have focused here because older and younger people are most at risk of loneliness, particularly in cities which can feel anonymous, isolating and lonely. Those charities – **North London Cares** (established 2011), **South London Cares** (2014), **Manchester Cares** (2017), **Liverpool Cares** (2018) and **East London Cares** (2019) – have brought 18,000 older and younger people together to share over 500,000 interactions through 4,500 social clubs and 18,000 one-to-one hours.

Our Values

These values are an important part of what it means to work at The Cares Family. **They're for us as staff, but also for our partners, neighbours and volunteers;** we expect everyone to act in accordance with them.

We strive to live them in everything we do and to use them as guides for decision making. It's not just about what we do, **but how we do it.**

- **Kindness:** we are empathic, respectful and optimistic, putting people at the heart of everything we do.
- **Community:** we are rooted in place, representing the needs, stories and language of local people authentically, and are passionate about the power of collective agency to advance justice and togetherness.
- **Trust:** we are dedicated, responsive, reliable and accountable to people in their neighbourhoods as well as our valued partners.
- **Bravery:** we are ambitious for our neighbours and for our model, and aware of the power of openness and honesty in leadership.
- **Learning:** we constantly appraise and innovate in our work, developing the most relevant, creative and adaptable approaches.

The Cares Family is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us to achieve that mission of building a world that is kinder, more connected and more empathetic.**

ABOUT THIS ROLE

East London Cares is the youngest of The Cares Family charities and after launching in October 2019, had only six months of face-to-face programmes before the pandemic and lockdown restrictions hit. Nonetheless, East London Cares has connected almost 1000 older and younger neighbours in Tower Hamlets and Hackney, through our [four core programmes](#). **We're now looking for a creative, confident and versatile Programme Coordinator to lead our Social Clubs programme.** Our Social Clubs offer a space for older and younger east Londoners to share time, laughter and new experiences that help everyone to feel a part of our changing city.

As the Programme Coordinator for Social Clubs, you will be responsible for **designing and delivering around 15 clubs every month**, and other programmes tasks as required – we're a small team so sometimes need to offer cross-programme support. All activities will be either online (via Zoom), over the phone, or in venues across Hackney and Tower Hamlets. You will be managed by our Head of Programmes and work closely with our Volunteer and Outreach Coordinator to identify places and people who might enjoy our activities.

The job requires **creativity, perseverance, patience, leadership and positivity**. You will need to be able to lead a room, to give instructions in a friendly and occasionally firm way, and to facilitate conversations and connection between people who may not normally interact and who may be nervous. **You will be someone who is able to manage lots of moving parts and elements to facilitate a successful project or event.**

In the role you will also liaise with community partners, using your creativity, determination and partnership-building skills to collaborate on exciting events.

Objectives of the role are to:

- **Design, deliver and grow East London Cares' Social Clubs programme** across Tower Hamlets and Hackney, through online, over the phone and in person activities.
- **Build and maintain effective community partnerships** with local and national organisations, community groups and potential collaborators.
- **Build awareness and engagement in Social Clubs** by encouraging attendance, regularly communicating with older and younger people in our network. monitoring trends and feedback and working with our Volunteer & Outreach Coordinator.
- **Create warm and engaging communications**, such as newsletters, blogs, emails and social media to advertise our Social Clubs to our network and within our boroughs.
- **Maintain accurate records** to support the Social Clubs Programme, including social club registers, safeguarding concerns, contact information, budget spends, quotes and feedback.
- **Regularly analyse and evaluate Social Clubs**, by using data tools to ensure our activities are relevant, targeted and best serve the community.

Essential skills, experience and personal qualities:

- **Confident group facilitator**, able to lead and organise events and encourage conversation and participation from a diverse group of people.
- **You're an authentic, high-quality communicator and storyteller** with the ability to build relationships with diverse groups and individuals effectively and appropriately (through written as well as verbal communications).
- **Creativity and resourcefulness** – you're able to come up with lots of feasible and exciting ideas on a budget, to encourage social connection.

- Solid understanding and proficiency in use of **video conferencing apps and social media**.
- Competent **multi-tasker, team-player** and determined **problem-solver**.
- **Adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation.
- **Commitment to creating an inclusive, anti-discriminatory and exciting programme** that tackles loneliness and isolation amongst older and younger neighbours alike.

Desirable skills and experience:

- **Understanding of the culture and socio-economic challenges** facing east London, particularly Tower Hamlets and Hackney.
- Experience of working with **community organisations/groups**.
- Experience in **creating and facilitating events**.
- Good grasp of **Salesforce or other CRM systems**.
- Great **attention-to-detail**.
- Experience using Microsoft Office applications and Google Docs.

Other requirements:

- You have the flexibility to work an average of five evenings and two weekend days per month in order to deliver your work, with time off provided in lieu.
- You are able to obtain a clear DBS certification (provided).
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview.
- You have the right to work in the UK.

HOW TO APPLY

This is a task based application process, so we are not asking applicants for CVs or cover letters. To apply for this role, please read this job description and the below task descriptions carefully, and complete our [online application form](#) by **9am on Tuesday 27th April 2021**.

Successful applicants will be asked to attend an interview between 4th - 7th May 2021.

If you would like to know more about the role or East London Cares before applying, please join us for one of our **online information sessions on [Tuesday 20th April at 5pm](#) or [Thursday 22nd April at 12pm](#)**. These sessions will offer you a chance to meet some of the team and ask questions about the role, our social clubs programme and the charity. Please note that we will not be assessing or interviewing anyone during these sessions, they are informal and will not influence or impact your application.

APPLICATION TASKS

Task 1: Introduce yourself

Please send us an audio recording of you introducing yourself and why you are interested in this role.

Requirements: Audio file no longer than 5 minutes. Please name your file: [YOURNAME]Task1.

Task 2: Social Clubs

A Social Clubs Coordinator's main role is to create, coordinate and facilitate between 12-15 online, over the phone and face-to-face activities a month that will support social connection between older and younger neighbours.

For this task we would like you to create the East London Cares social club programme for May. There should be 12 clubs, and should be a mix of phone, online and face-to-face. They can be facilitated by you, community partners/local businesses or volunteers.

Tip: We're looking for the kind of ideas you have for activities and how you would plan a month. You can name community partners and businesses as examples, but we're not expecting you to have those relationships at this stage. You can view some of our previous programmes [here](#) and [here](#).

Requirements: Word doc, Google doc or pdf. Include the name of club/activity, time, type (in-person, virtual or phone-in), and a brief description for each club. Please name your file: [YOURNAME]Task2.

Task 3 - #AloneTogether

As well as the Social Clubs programme, coordinators create a monthly #AloneTogether postal activity pack that is sent to older neighbours, volunteers and community partners. We'd like you to create the supporting #AloneTogether pack for May, there should be one task per week and at least one of those tasks should relate to one of the social clubs you have planned.

Tip: #AloneTogether was created as a way of supporting everyone from 21 year old neighbours who have been furloughed, to 91 year old neighbours who have been shielding for months and unable to leave their homes. The activities should be varied and accessible enough to suit everyone, without the need for any specialist equipment or expensive materials. You can view some of our previous #AloneTogether packs [here](#) and [here](#).

Requirements: Word doc, Google doc or pdf. Please name your file: [YOURNAME]Task3.

Task 4 - Community Partners

Community partners play an important part in the work we do, they support us with venues, activities and volunteers: they help us to make our programmes truly community focussed.

Please tell us about three local businesses, groups or organisations, based in Tower Hamlets or Hackney, that you would like to approach if you were in this role. Who are they and why would you like to work with them?

Requirements: Max. 500 words. Word doc, Google doc or pdf. Please name your file: [YOURNAME]Task4.

Task 5 - Understanding East London Cares

In your own words, please describe what East London Cares does and why.

Requirements: Max 300 words. Word doc, Google doc or pdf. Please name your file: [YOURNAME]Task5.

Please upload your prepared files via our [online application form](#) by **9am on Tuesday 27th April 2021**. If you have any problems sending your application or have any accessibility needs, please contact Roxi, our Head of Programmes, at roxanne.rustem@eastlondoncares.org.uk or by calling **0207 118 4949** and selecting **option 0**.

We're looking forward to receiving your application, good luck!