

JOB DESCRIPTION

PROJECT CO-ORDINATOR

Main Purpose: To ensure smooth day-to-day running of Big Breakfast Plus's services, including supervision and support of staff and volunteers, as well as partnership working and providing administrative support to the Board of Trustees.

Work Pattern: 20 hours per week (which could be averaged throughout the month), including:

- at least 10 hours per week (5 out of, 7 mornings from 7 to 9 am a week on a rota basis Monday to Sunday) at an appropriate venue to manage and cover for staff and volunteers, and engage with guests and partner agencies attending the service, as well as completing administrative tasks, plus
- an average of a further 10 hours a week which can be worked flexibly throughout the month including attending events, networking, meetings and working from home.
- All hours to be recorded on time sheets provided

Key Duties:

1) Operational:

- Managing staff and volunteers (providing hands-on cover where necessary), including:
 - Arranging rotas, including holiday and sickness cover, and liaison with SBC payroll for staff pay, holiday and sickness absence
 - Recruitment, induction and training
 - Supervision, support, and development of personal action plans
 - Ensure all volunteers have appropriate DBS checks
- Monitoring equipment to ensure in good working order, and other resources including sourcing, storing and managing food supplies (donations and purchases) and completing the daily checklists
- Liaison between staff, volunteers and Trustees including reviewing policies and procedures and recommending changes/updates
- Producing reports for Trustees meetings including:
 - Statistics and analysis of attendance of guests and POS data
 - Ensure daily handover and incident logging completed as per compliance requirements
 - Feedback from staff, volunteers, guests and partner organisations (primarily Outreach / Keyworkers)

- Be responsible for the Big Breakfast phonenumber and the communications received

2) PR and partnership working:

- Develop and manage links with partner organisations and agencies, including (but not exclusively):
 - Residents' and Community associations, individual projects and initiatives
 - Homeless Prevention Team, SBC, Julian House, Night Shelter/Day Centre
 - Alcohol and drug addiction services
 - Churches
 - Police, medical and mental health services
 - Salvation Army including Booth House and Employment Project
 - SBC Rough Sleepers Panel (monthly)
 - Threshold Housing Link
- Represent Big Breakfast Plus at networking events (with Trustees where appropriate), e.g. INVOLVE, Threshold, VAS, Volunteer Centre, HOSTS
- Identifying Public Relations opportunities, including case studies, local press releases, monitoring local and national statistics and stories about homelessness and report back to Trustees
- Identifying updates that are required for digital marketing including website updates and social media and report back to Trustees

3) Support to Board of Trustees:

- Administrative support including agendas and minutes for meetings where requested
- Leading on awareness events and fundraising activities
- Any other reasonable duties as requested appropriate to the level of the post

4) Health and Safety:

- Take operational responsibility for Health & Safety as the designated H&S Officer, escalating concerns to Trustees, alongside remedial actions
- To follow health and safety and safeguarding procedures to protect own safety and that of colleagues, volunteers and guests
- To ensure that appropriate environmental health/ food safety controls are in place and followed by staff and volunteers
- To monitor and action the Health & Safety training needs of all volunteers
- Complete all incident and accident reporting as per compliance requirements

- Ensure compliance adherence to all security and fire regulations
- Ensure all equipment in good working order and PAT tested where necessary

PERSON SPECIFICATION PROJECT CO-ORDINATOR

KNOWLEDGE, TRAINING AND QUALIFICATIONS

ESSENTIAL:

- An understanding of the voluntary sector
- Good written and spoken English, demonstrated by a Level 2 qualification in English
- Food safety qualification (or a willingness to undertake this if not currently held)
- First Aid at work qualification (or a willingness to undertake this if not currently held)
- Health & Safety qualification or a willingness to undertake this if not currently held)
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DESIRABLE:

- An understanding of and commitment to issues relating to homelessness
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SKILLS AND EXPERIENCE

ESSENTIAL:

- Experience of supervising staff and volunteers
- Ability to build effective working relationships inside and outside the organisation
- Ability to build rapport with guests and volunteers
- Good listening skills
- Highly motivated and able to manage own time well
- Organised
- Effective written and verbal communication skills

- Basic administrative skills including ability to compile reports and present information clearly
- IT literate including using MS Word, Excel and email programmes
- Basic cooking skills

DESIRABLE:

- Experience of marketing or PR activities, including social media
- Fundraising experience

MOTIVATION, BEHAVIOUR AND ATTITUDE

ESSENTIAL:

- Respect for others irrespective of background or circumstances
- Positive, friendly personality
- Well organised and ability to prioritise
- Shared commitment to the vision and values of the organisation

CIRCUMSTANCES

ESSENTIAL:

- Flexibility with regard to working hours and ability to attend scheduled events and meetings at different times of the day / week
- Ability to cover an average of five shifts a week from 7am to 9am on a rota basis (currently Monday to Sunday)
- Access to email and internet to enable remote working for any part of your contracted hours when working from home