

Pembroke House

Community Coordinator



Description

To facilitate community-building and leadership development within the Walworth Living Room and manage volunteering as a way to engage with the work of the organisation.

Responsible to: Walworth Living Room Programme Manager

Location: the Walworth Living Room, All Saints' Hall, Surrey Square, SE17 2JU (with some flexibility to work partially at home)

Hours of Work: 5 days per week

Budget oversight: May be responsible for a delegated budget

Contract length: 1 year with the possibility of renewal

Salary: £28.1K FTE per year (pro rata)

PEMBROKE HOUSE

Pembroke House is a centre for social action and residential community in Walworth, south-east London. We were founded in 1885, by students from Pembroke College, Cambridge, as one of the first settlement houses. Shocked by growing poverty and inequality, the pioneers of the settlement movement sought a new approach: taking up residence to live, work and solve problems alongside local communities.

For over 130 years, we've been working to bridge traditional divides and unite people – whatever their background or walk of life – in building a better Walworth.

Pembroke House

80 Tatum Street, London SE17 1QR | 020 7703 3803
info@pembrokehouse.org.uk | @Pembroke1885

Registered Charity Number: 1177866 Registered Company Number England and Wales: 10586362



Role overview

Part of your role will be to help build community and leadership within the Walworth Living Room, to facilitate relationship building and to work with residents to develop infrastructures for shared leadership within the space. The Walworth Living Room is a relatively new venture for Pembroke House. It is a “living room” for the Walworth neighbourhood, a space currently open to the public Thursday and Friday from 10pm to 3pm for people to hang out, enjoy various activities, build relationships with each other, eat, learn, share and create. It is a place where people can work together to develop models of collective support and of collective control over community resources. You may be facilitating a group of residents to make decisions about how the Living Room should be used one day, helping set up a food cooperative the next and supporting two residents to navigate a conflict the next.

You should be someone who feels comfortable listening empathetically to the challenges people face in their lives while helping them to find ways to support each other to deal with those challenges. Working within a racially and ethnically diverse community that has experienced traumas of systemic injustice, you will support people to build a sense of trust and empathy across the diversity of Walworth. You should have experience with facilitating the development of community leadership.

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Our current organisational focus areas are food, health and the arts. The funding for this role is largely related to food and health, and therefore many of the projects you develop will address these areas.

The other part of your role is to oversee volunteers for the Living Room and our other programmes, recruiting them and supporting programme leads to manage their work, while encouraging them to take leadership within the projects they volunteer with.

What will be different if this job is done well?

- Community. The WLR will house a robust, healthy community. It will be a welcoming space in which Walworth residents of different backgrounds and experiences can meet and build relationships based on trust and empathy, a space that supports people to be able to navigate conflict, a space in which people can share what they have and what they know and get some of what they need.
- Leadership. Pembroke House and the Walworth residents who use the WLR share leadership of the space itself and of activities that happen in the space. People come to the building because they value it as their space. The WLR will include activities that support people to develop collaborative leadership skills.
- Collective Support. Walworth residents will engage in activities and test models that enable them to support each other and take control of community resources, in particular in our focus areas of food and health.
- Volunteering. Volunteering will be a key entry point for people into the work of Pembroke House. Volunteers will come mostly from the Walworth community and will be supported to take a leadership role in the projects for which they volunteer and become active members of the Pembroke House community.

Pembroke House actively seeks and encourages applications from candidates from diverse backgrounds. We actively encourage applications from eligible candidates from a BAME background. We would also like to encourage applications from people who live locally.

Workstream responsibility

Pembroke House's work is organised around five key streams.

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The Community Coordinator’s work will sit in the Programming and Social Front Door Streams. In addition, a clear understanding of work happening in all areas will be essential to the successful functioning of the role.

Key Relationships

In this role you will be expected to work closely with other key members of the team.

Projects Officer–Community Activities. You will collaborate closely with this role to ensure that the space as a whole is well run and that activities foster leadership on the part of participants.

Pembroke Academy of Music Manager. You will work with this role to recruit and manage volunteers to support our music education programme.

Project Officer–Dance. You will work with this role to recruit and manage volunteers to support our dance programme.

Director of Programmes. Your work on the volunteer programme will be overseen by the Director of Programmes.

Walworth Living Room Programme Manager You will be line managed by the Walworth Living Room Programme Manager, and you will be responsible for ensuring all the work you are asked to do by the manager is delivered well and on time.

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Neighbourhood Manager. The Neighbourhood Manager manages external partnerships. You will collaborate with this person to use the WLR to enhance and support these relationships when appropriate.

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Community Coordinator



Job description

This job description and person specification outlines the key accountabilities of, and output required from, the postholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

Main Duties and Responsibilities

1	COMMUNITY DEVELOPMENT <ul style="list-style-type: none">• Take the lead in facilitating the development of healthy community within the Walworth Living Room amongst all its users• Get to know the various people who use the space and actively facilitate them connecting with each other• Facilitate or develop activities that will help build a sense of trust and belonging within the WLR• Take the lead in supporting participants to navigate conflict• Conduct outreach into the neighbourhood to engage more people in the Walworth Living Room.
2	LEADERSHIP <ul style="list-style-type: none">• Test ways of supporting residents to participate in shared leadership of the WLR space as a whole and of the activities that take place within it• Facilitate participant committees to make decisions about and/or manage the WLR as a whole as well as individual activities such as Hot Meal on the Way Home and the food cooperative• Ensure residents have the resources and support they need to take leadership in activities• Test the development of new activities that encourage community leadership• Support residents to organise to address issues in the neighbourhood that they would like to change or to develop alternative models of collective support, particularly around Pembroke House's core issues such as food and health.• Ensure that there is a process that enables the staff team to learn from the work of testing strategies to develop leadership and community amongst residents• Be Pembroke House's representative to Citizens UK• Adhere to Pembroke House's data protection, health and safety, safeguarding, equal opportunities policies, and any other relevant policies and procedures.
3	VOLUNTEERING <ul style="list-style-type: none">• Be responsible for the recruitment, induction, support and training of volunteers, for the WLR and other programmes

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	<ul style="list-style-type: none"> • Design and keep up to date volunteer policies and procedures including the Handbook. • Build relationships with staff project leads at Pembroke House to identify and develop new volunteer opportunities. Support project leads in the management of volunteers by troubleshooting and anticipating issues • Recruit volunteers, with a particular emphasis on volunteers who live in the Walworth area, • Maintain a schedule for volunteers and manage the volunteer database in Airtable • Induct new volunteers, obtain references where needed and ensure that volunteers have DBS checks as needed. • Ensure that volunteers take part in organisation wide training if relevant for their role such as safeguarding, fire safety, first aid etc. • Encourage volunteers who are also participants in an activity (such as the Community Fridge users or PAM parents) to take leadership roles within the activity • Recruit volunteers for specific events, such as the summer street party, and monthly outreach walkabouts • Ensure volunteers feel clear on their responsibilities, supported in their work and appreciated for their contribution • Maintain a delegated budget for volunteering as requested.
4	FUNDRAISING <ul style="list-style-type: none"> • Help with fundraising for the volunteer work and community-led activities in the WLR • Work with the fundraising team to identify and secure funding, including writing grant applications, to support this work • Manage the work necessary, including holding relationships with funders, for reporting on grants and renewing them
5	OCCASIONAL DUTIES <ul style="list-style-type: none"> • Attend special events organised by Pembroke House which may be during the evenings or at weekends. • Attend monthly team meetings held during the evening. • Complete other tasks commensurate with the level of the role
6	OTHER <ul style="list-style-type: none"> • Take part in weekly and monthly meetings of all staff or smaller project-based teams helping foster effective team-working and a coherent approach across all our activities. • Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days. • Take part in the life of Pembroke House by mucking in when a team effort is required to get something done. • A commitment to the Equal Opportunities Policy of Pembroke House • Act as a First Aider and Fire Marshal
<p>The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke House reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.</p>	
Job Description prepared by	Tara Mack
Date	3 November 2022

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Job Title

Person Specification



Who we're looking for

The person we appoint to this role will be a people person and a good listener who is comfortable working with people who experience challenges in their lives. You will have experience working in low-income/working class communities and communities of colour. You'll be someone who does not approach this work from a "saviour" viewpoint, but someone who respects the experience and expertise in the community, and who is keen to support people to solve problems collectively and take leadership in the life of the community. You will be flexible and curious about what you can learn from the people you are working with.

You will be comfortable working in a changing environment and excited about helping the Walworth Living Room figure out what it is to become. You will be someone who can work well in a team, treating colleagues with care and respect, but also someone who doesn't need to be told what to do, but can take initiative to help develop this still young programme.

Skills / knowledge / training

Essential

- Strong group facilitation skills/community organising skills, particularly in low-income communities and communities of colour
- Excellent interpersonal skills and confidence dealing with a wide variety of people
- Good listening skills
- An understanding of how systemic injustice impacts communities such as Walworth and a desire to work in an organisation that is engaging with issues of justice both internally and externally
- Ability to maintain focus and adapt in busy social situations
- Ability to manage competing demands and priorities on time and organise your own workload
- Ability to take initiative and work independently
- Ability to work as part of a team
- Experience organising the logistics details of a project

Desired

- Knowledge of the local area/community
- Fluency in Spanish
- Excellent written communication skills

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Experience

Essential

- 1 to 2 years of experience in community-based organisations doing community organising work and/or group facilitation work, particularly in low-income communities and communities of colour
- 1 to 2 years of experience of roles that involve daily face-to-face interactions with members of the public
- Experience supporting the learning and development of others

Desired

- Familiarity with Airtable and Google Suite
- Experience with trauma-led approaches
- Conflict mediation experience
- Experience using monitoring data to track and improve performance
- Grant writing experience
- Experience in volunteer management

Personal Attributes

Essential

- A people person who enjoys engaging with people from a wide variety of backgrounds
- A commitment to the value of engaging people in activity building collective power
- Ability to manage competing demands and priorities on time
- A flexible, proactive approach
- A commitment to a test and learn approach—trying things out, seeing what happens and then adjusting the approach
- Comfort working in a small and growing organisation and in a continually changing environment
- Ability to operate with a high degree of confidentiality and diplomacy, amongst colleagues and members of the public
- A passion for the mission and values of Pembroke house
- A commitment to the Equal Opportunities, Data Protection, and Child and Vulnerable Adults Safeguarding Policies of Pembroke House

Special Conditions

Essential

- Willing and able to work from the charity's premises three to four days per week when Covid-19 restrictions permit

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- Ability to work occasionally outside of normal office hours including evenings and weekends
- Sensitive to the ethos of St. Christopher's Church

For further information about Pembroke House, please visit our [website](#).

If you have any questions about the role then please be in touch with (Line Manager) at (email address).

Benefits

Salary: £28.1K FTE per year (pro rata)

Cost of living will be reviewed annually and is currently pegged to the Higher Education single pay spine – a collective agreement negotiated between five trade unions

Working culture

Approximately a fifth of the team are part-time employees and we all come from diverse backgrounds and experience – ranging from local and central government and youth & community work, to academia, music, dance and politics.

Food plays a central and growing role at Pembroke House: when possible we run community lunch clubs, monthly team dinners, healthy breakfasts, and lunches.

No-one at Pembroke House is confined to a desk or computer — everyone chips in with projects, events and activities.

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Holidays

28 days paid annual leave per annum (pro rata), plus the standard Bank and Public Holidays and three discretionary days between Christmas and New Year.

The leave year begins on 1 April. During the first year of employment, you will be entitled to annual leave on a pro rata basis

Pension

A 5% employer's contribution to the pension scheme is offered, subject to qualifying criteria

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