

# Pembroke House

## Neighbourhood Action Coordinator



Pembroke House actively seeks and encourages applications from candidates from diverse backgrounds. We actively encourage applications from eligible candidates from global majority backgrounds. We strongly encourage applications from people who live locally, and put a high value on what lived experience of the local area could bring to this role, and the organisation as a whole.

We will offer guaranteed interviews to any candidate who meets the essential person specification AND who also has either a strong connection to Walworth, is from ethnic minority backgrounds or has not accessed higher education.

### **Brief Description**

Lead Pembroke House's Neighbourhood Action projects to grow the number of residents taking collective action on local issues in their neighbourhood. Increase resident engagement across all Walworth Living Room and Pembroke House activities.

**Responsible to:** Director of Partnerships

**Location:** Pembroke House, 80 Tatum Street, SE171QR, Walworth Living Room, All Saints Hall, Surrey Square, SE172JU, and surrounding areas. As we are a neighbourhood based organisation we believe it is essential to our work that staff are present in one of our sites in Walworth as much as possible.

**Hours of Work:** Full time 35 hrs per week, usually 9-5 Tues-Sat\*, with some evening meetings (taken off as TOIL). This role is not suitable for regular remote working.

\*From Autumn 2024 we intend to open the Walworth Living Room on Saturdays to better engage with residents who work during the week. We are therefore building a staff team that can support community events and activities on weekday evenings and Saturdays. Our ideal candidate would be able to work a Tues - Sat schedule, and MUST be available to work evenings at least once a week, and some Saturdays. There is some flexibility as to how many Saturdays would be required of this role.

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A reduced 28 hours contract (0.8FTE) may be considered.

**Salary: £29,903.50**

**Contract length:** 1 Year

## Role Overview

Day-to-day you'll be working across a range of Pembroke House programmes and neighbourhood projects, working closely with residents, local organisations and team members to form relationships which build towards action.

A knowledge of community organising methodology (see for example [Community Organisers](#), [Act Build Change](#) or [Citizen's UK](#)) would be beneficial, but not essential, as there will also be other approaches or experiences that you could draw on for this role.

Whatever your approach, you will need to adapt the way you work for different parts of the work - from taking a strong and confident lead in running a door-knocking campaign, to working with other team members to support wider engagement for their programmes.

If this job is done well, a range of groups in Walworth will be taking meaningful action to make a difference to the neighbourhood. Individuals will be growing their skills and capacity to collaborate, the groups will be building momentum, and beginning to affect real change in the neighbourhood.

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# 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. We continue to share a building with St Christopher's church, which has its roots in the same student settlement.

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.



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# Background to the role

Over the last 8-10 years at Pembroke House we have worked in a variety of ways to try to make a positive difference to our neighbourhood, from community organising on the estates around Pembroke House, building relationships with local TRAs (tenants and residents associations) and forging links with other organisations with a community organising ethos such as Citizens UK, Parent Action Southwark, and English for Action. We've also worked to build partnerships, from the ambitious mass engagement strategies of [We Walworth](#), local collaborations for the [Walworth Group](#), the Covid-19 [Emergency Food Hub](#) and the [Neighbourhood Food Model](#). What unites these initiatives is a belief that our role is to support collective action that creates meaningful and lasting change within the neighbourhood.

This role requires someone who can build on this legacy, with the sensitivity to adapt different strategies to different situations, and motivate and support others to drive forward action.

This is a new role within the organisation.



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## 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

<b>NEIGHBOURHOOD ACTION PROJECTS:</b>	
<b>1</b>	<b>Doorstep Conversations</b>  Project lead for a doorstep conversations programme. Work with a small group of residents on an intensive programme of door-to-door conversations focussed on how well people know their neighbours and what is needed to help people get to know their neighbours better.  <i>You will lead on; recruiting residents, hosting training sessions (with the support of another experienced trainer), ensuring safety of the participants, keeping the group motivated and engaged, overseeing the capture of conversations, and sharing outcomes in a written report and verbal presentation.</i>
<b>2</b>	<b>Community Leadership Training</b>  Work with colleagues to plan a Neighbourhood Leaders Training programme, which draws on Pembroke House's successful 2024 <a href="#">Neighbourhood Leaders training</a> .  <i>You will work with colleagues to plan sessions, create a project timeline, and shape course content. You will lead on booking facilitators and administration of contracts, room booking, refreshments, recruitment materials, participant recruitment &amp; relationships, hosting sessions, capturing feedback and outcomes.</i>

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<b>3</b>	<p><b>Neighbourhood Action talks programme</b></p> <p>Put together a series of public talks for the Walworth Living Room with invited speakers giving practical examples of neighbourhood action that could inspire others to action.</p> <p><i>You will lead on generating ideas and contacts for potential talks, design and scheduling of the programme, speaker booking, room booking and refreshments, publicity materials, engaging residents, hosting sessions and monitoring actions arising.</i></p>
<b>4</b>	<p><b>Free Room Hire offer for Neighbourhood Action groups</b></p> <p>Clarify, publicise and oversee our free room hire offer for groups who are taking action in the local area.</p> <p><i>You will lead on publicising the offer, meeting with groups, overseeing their use of the space, and reporting.</i></p>
<b>ORGANISATION-WIDE COMMS &amp; ENGAGEMENT</b>	
<b>5</b>	<p><b>ENGAGEMENT</b></p> <p>Meet and engage a high number of local residents in the neighbourhood, raising awareness of Pembroke House’s wider activities, and directing residents to the activities that they are interested in participating in.</p>
<b>6</b>	<p><b>COLLABORATION WITH OTHER PROGRAMME LEADS</b></p> <p>Work with other programme leads to:</p> <ul style="list-style-type: none"> <li>● Drive footfall to the Walworth Living Room, as a place for people to connect, and as a base for taking action.</li> <li>● Build engagement with Neighbourhood Food Model activities.</li> <li>● Build recruitment for Social Model of Health sessions.</li> <li>● Plan engagement and comms for annual Pembroke House activities and events including the AGM and festive reception.</li> </ul>
<b>7</b>	<p><b>IMPACT</b></p> <ul style="list-style-type: none"> <li>● Work with residents to use storytelling as a method to inspire others to action.</li> </ul>

	<ul style="list-style-type: none"> <li>Develop stories and produce comms content of people making a difference in their neighbourhood.</li> </ul>
<b>OCCASIONAL DUTIES &amp; OTHER</b>	
<b>8</b>	<ul style="list-style-type: none"> <li>Attend special events organised by Pembroke House which may be during the evenings or at weekends.</li> <li>Attend monthly team meetings held during the evening.</li> <li>Complete other tasks commensurate with the level of the role</li> <li>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.</li> <li>Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days.</li> <li>Take part in the life of Pembroke House by mucking in when a team effort is required to get something done.</li> <li>A commitment to the Equal Opportunities Policy of Pembroke House</li> <li>You may be asked to act as a First Aider and Fire Marshal</li> </ul>
<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>	
<b>Job Description prepared by</b>	Richard Galpin, Tara Mack & Nina Feldman
<b>Date</b>	06/08/2024

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## Person Specification

### Who we're looking for

You'll be an energetic person who loves meeting new people and can inspire others to take action. Working within a racially and ethnically diverse community that has experienced traumas of systemic injustice, you will be able to support people to build a sense of trust and empathy across the diversity of Walworth.

Experience - Essential	Tested at
<ul style="list-style-type: none"><li>• Experience of successfully encouraging others to take action in a community programme, activity or action.</li></ul>	Application
<ul style="list-style-type: none"><li>• Experience of working collaboratively with others to take action in a community setting.</li></ul>	Application
<ul style="list-style-type: none"><li>• Able to articulate what happened as a result of community actions in which you played a part.</li></ul>	Interview
<ul style="list-style-type: none"><li>• Experience of working within a racially and ethnically diverse community that has experienced traumas of systemic injustice.</li></ul>	Application & Interview
Experience - Desired	
<ul style="list-style-type: none"><li>• A strong personal connection to Walworth, e.g. as a resident, through family, or work.</li></ul>	Application & Interview
<ul style="list-style-type: none"><li>• Community organising, or campaigning work</li><li>• Experience of storytelling for community action</li><li>• Experience of comms/publicity for campaigns or community programs</li><li>• Conflict mediation experience</li></ul>	Application & Interview

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<ul style="list-style-type: none"> <li>• Experience with trauma-led approach</li> <li>• Experience in reporting impact, using monitoring data to track projects, inform decision making, and adapt working strategies.</li> </ul>	Application
<ul style="list-style-type: none"> <li>• Fluency in a language other than English, particularly Spanish or Arabic</li> </ul>	Application
<ul style="list-style-type: none"> <li>• Familiarity with Airtable, Google Suite, and/or Adobe Suite.</li> </ul>	Application
<b>Personal Attributes - Essential</b>	
<ul style="list-style-type: none"> <li>• A people person who enjoys engaging with people from a wide variety of backgrounds</li> <li>• A commitment to the value of engaging people in building collective power</li> <li>• Ability to manage competing demands and priorities on time</li> <li>• A flexible, proactive approach</li> <li>• A commitment to a test and learn approach—trying things out, seeing what happens and then adjusting the approach</li> <li>• Comfortable working in a small and growing organisation and in a continually changing environment</li> <li>• Ability to operate with a high degree of confidentiality and diplomacy, amongst colleagues and members of the public</li> <li>• A commitment to the Equal Opportunities, Data Protection, and Child and Vulnerable Adults Safeguarding Policies of Pembroke House</li> </ul>	Interview
<b>Personal Attributes - Desired</b>	
<ul style="list-style-type: none"> <li>• Awareness of different strategies used in campaigning, community programs, or community organising, and able to reflect on the strengths and weaknesses of different approaches, drawing on various approaches as appropriate to the task in hand.</li> </ul>	Interview

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| <ul style="list-style-type: none"><li>• A passion for the mission and values of Pembroke house</li></ul> |  |
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## Special Conditions

- Ability to work outside of normal office hours including evenings and weekends (See page 1)

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

If you have any questions please email [richard.galpin@pembrokehouse.org.uk](mailto:richard.galpin@pembrokehouse.org.uk) (note: we will only be able to respond to your enquiry after 27th August)

## Benefits

**Salary: £29,903.50** 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

Many of the team are part-time employees and we all come from diverse backgrounds and experiences – ranging from local and central government and youth & community work, to academia, music, performance and politics. Each staff member has a personal development budget to ensure they feel confident in their roles and have space to grow.

Food plays a central and growing role at Pembroke House: when possible we run community lunch clubs, monthly team dinners, healthy breakfasts, and lunches. We also do team trips to shows and exhibitions and offer a staff discount on food and drink at the Walworth Living Room.

We invest in a lively office culture, and support our staff to work flexibly when this can be accommodated. No-one at Pembroke House is confined to a desk or computer — everyone chips in with projects, events and activities.

We subscribe to a generous cycle to work scheme as well as an electric car leasing scheme.

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## Leave

We want to support our staff as best we can, and recognise that time away may be needed for different reasons.

**Annual Holiday Leave:** 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

**Sick leave:** Once staff have passed probation they are entitled to our enhanced sick leave policy

**Dependency Leave:** We know that balancing work with caring responsibilities is hard, which is why we have a policy that allows for some time off to support this.

**Compassionate Leave:** When serious and life changing events happen, our compassionate leave policy allows for time off to process and recover.

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**Pension**

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

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