



QUEENS HALL ACTION ON POVERTY

- Job Title:** Community Engagement / retail co-ordinator
- Salary:** £11.00 phr / £11,440.00 PA
- Status:** Substantive or Fixed term contract until 31 March 2023. This role is funded externally therefore if additional funding is secured, it may be extended.
- Hours:** 20 hours per week (this will include occasional evening and weekend working)
- Holidays:** 22 Days plus Bank Holidays (Pro Rata)
- Based at:** BrickWorks 4 Hodson Street Wigan with some off site and community sessional work
- Responsible to:** Cycle Workshop Manager,
- Accountable to:** Queen's Hall Action on Poverty Trustees
- Closing Date:** Noon 4th January 2022
- Interview Date:** Wk. Commencing 10th January 2022
- To Apply :** Please review FULL job description attached, submit CV and Expression of Interest explaining why you would be an asset to our charity here <https://hr.breathehr.com/v/community-engagement-retail-co-18988>

Summary

The Brick is a growing Charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering a personal transitions service, unique to every person because every individual is at the heart of their own transition.

We are working with Wigan Council to deliver a major programme of work to increase rates of cycling and walking. You will play a key role in helping us to engage with local people, local families, schools and other organisations. The programme will enhance current training and development support for people who are homeless and volunteers by offering accredited upskilling opportunities and workplace experiences in bike maintenance by building and funding additional capacity. Specialist training and mentoring will be funded for additional training cohorts, with a focus on training and work experience for people who are homeless, helping to develop customer care, confidence and communication skills. In addition, outreach programmes will be developed in partnership with other community organisations, schools and neighbourhoods – offering low cost, easy access to bikes and walking opportunities. You will work closely with people from other services to support this campaign across the whole borough.

Your role in the workshop will also be to help us increase and extend our sales offer of low cost refurbished bikes. You will help to increase good quality bicycle donations and help us to target sales to people in low wage jobs, those switching away from cars, families riding for health etc., etc.,

Main purpose of job

The main objective of the role is to engage, collaborate and support schools, businesses and stakeholders at community events and workshops, encouraging people to improve their physical health and wellbeing. You will be an ambassador for cycling and the positive impact it can have on physical and mental well-being and community development. You will be the main point of contact responsible for liaising with other key partners involved in community engagement as part of the wider cycling and walking programme across the borough, including the Council (Wellbeing team & SDFs), Public Health and other community/voluntary sector groups.

Main Responsibilities

Responsible for organising and supporting events with liaison between customers, clients and wider community groups. This may involve meetings, planning sessions and training with schools, community groups and key stakeholders.

Establish an effective communications system to keep the Brick team informed and maintain good relationships with the customers and key stakeholder. This will include a full range of PR outputs including social media platforms

Develop a retail offer within the Brick Works that helps to increase sales of bicycles, accessories and other equipment. Develop new sources of donated items to increase our offer and improve long term income.

Identify possible case studies where we have shown excellent Customer Service and Social Value impact to communicate to our clients and for use in tendering new opportunities.

Engage with volunteers, trainees and community groups and nurture this development for continued success

Ensure that the charity encourages and promotes diversity in all areas of policy and practice

To adhere to the Charity's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection and Customer Care.

Maintain good records to ensure that we evaluate our work and use that learning to inform future development. Play an active role in strategic reviews and contribute to the wider thinking and planning of the organisation.

Team

- Contribute effectively to the Brick Bike team to achieve agreed targets and quality standards
- Attend Team Meetings and ensure effective communication with staff within the organisation
- Assist in providing cover in the team for absences
- Facilitate meetings and workshops as appropriate
- Assist in the development and updating of organisational policies
- Participate in recruitment of staff and volunteers – including comprehensive induction

- Supervise, motivate and monitor training for paid staff & volunteers
- Ensure personnel records are correctly maintained
- Work flexibly to meet the changing needs of the organisation – undertaking any other duties that may be reasonably requested.
- Report, record and deal with complaints as per Charity Policy and Procedure Health and Safety In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety, the health and safety of people you will work with and other persons who may be affected by acts and omissions.
- Ensure volunteers, trainees and employees are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately
- Report any incidents to relevant Manager

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

Be willing to undertake work during out of hours, including weekends and evenings assisting at events and workshops when necessary.

Be willing to undertake and assist in fundraising activities which may occur out of hours Promoting fundraising for the Charity

General

The post holder will be expected to:

- Operate all financial procedures in line with the Brick's systems and processes
- Perform any other duties consistent with the broad objectives of the post
- Participate in individual performance review and respond to agreed objectives
- Attend and be an active participant in team meetings, team training and other internal meetings
- Attend external meetings, forums, conferences, training etc. as required by the Brick
- Be aware of professional standards expected in the service, in terms of holistic person centred delivery, required ongoing personal and professional development
- Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines
- Take responsibility for ensuring that legal obligations regarding information which is processed for both volunteers and staff are kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties
- Undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty
- Deliver the service in line with and adhere to the Policies and Procedures
- Undertake other duties when required in order to aid in the smooth running of the Workshop
- Promote good communication within The Brick and the Charity as a whole
- Ensure good time management

Good Practice

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support

all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection

	Essential	Desirable	How to be achieved
<i>Passionate about Cycling and has significant practical experience and knowledge in Bike Repair and servicing.</i>	✓		<i>Application form</i>
<i>Experience of working in a bike workshop or similar setting</i>		✓	<i>Application Form</i>
<i>Good understanding of retail environments and an interest/ability to sell.</i>			<i>Application Form</i>
<i>Experience in planning, organising and delivering events</i>	✓		<i>Application form</i>
<i>Experience of engaging with community based organisations and public services</i>		✓	<i>Application form</i>
<i>Experience in effective use of Social Media in support of a project.</i>	✓		<i>Application form and interview</i>
<i>Knowledge of Health and Safety requirements</i>	✓		<i>Application form and interview</i>
<i>Self motivated, creative, entrepreneurial and outcome orientated</i>	✓		<i>Application form and interview</i>
<i>Ability to constructively build working relationships with colleagues and other partners.</i>	✓		<i>Application form and interview</i>
<i>Excellent active communication, listening, negotiating and interpersonal skills</i>	✓		<i>Application form and interview</i>
<i>Excellent time management, organisational and administrative skills</i>	✓		<i>Application form and interview</i>
<i>Ability to work independently and be self-motivating as well as working well in a team.</i>	✓		<i>Application form and interview</i>

<i>Flexible in terms of travel and working hours incl. evenings & weekends</i>	✓		<i>Application form and interview</i>
<i>Knowledge working within the third sector</i>		✓	<i>Application form and interview</i>
<i>IT competency</i>	✓		<i>Application form and interview</i>
<i>Ability to think analytically and problem solve.</i>		✓	<i>Application form and interview</i>