THE PIONEER GROUP
Compass Support

Ageing Better Community Organiser Assistant – Part Time 16 Hours

Team/Department	Compass Support – Support Services Team
Responsible to	Health & Wellbeing Team Leader
Responsible for	None
Job purpose	To deliver the Ageing Better Community Organisers Programme within the Tyburn locality. To identify, support and develop volunteers to become Community Organisers within Tyburn. To be the link between the volunteer Community Organisers and the Health & Wellbeing Team Leader. To enable and empower volunteers to support local residents to set up Ageing Better Networks which will support and re-engage older people. To develop excellent working relationships with other voluntary and statutory organisations and look at ways to work in partnership, especially with hard to reach groups.
Working environment	Office based at The Sanctuary, Castle Vale, plus working and delivering within Tyburn geographical area, focussing on: Birches Green, Pype Hayes and Bromford.

KEY TASKS AND OUTCOMES

1. Customer focus

Deal with some customer enquiries relating to the Community Organiser Programme

Provide a high quality and responsive service to volunteers and clients who are running/coordinating and attending activities and groups.

2. Working with others internally & externally

Liaise internally and with external organisations and local communities where you are recruiting volunteers to market the opportunity effectively

Work in partnership with the Ageing Better Tyburn Hub Network Enabler to both identify volunteers and create ongoing opportunities for the creation of new Hub networks

Support profile-raising events to attract new volunteers

Maintain databases and undertake any other administrative duties.

Works as part of a team, attending team meetings, team briefings and with other teams as required.

3. **Developing and delivering services**

Actively promote the volunteering opportunities and recruit volunteers with the aim of meeting the agreed targets in each area.

Identify a range of local people with a particular focus on over 50s who can support Ageing Better aims and work with these to reduce loneliness in older age via volunteering engagement and development of activities.

Ensure that all participants are recorded and entry and exit questionnaires are completed and inputted onto a CRM system for the purposes of national evaluation.

Fully participate and engage with local evaluation processes.

Utilise evaluation and outcomes measurements to illustrate impact and outcomes including the use of the Impact App.

4. **Managing and Developing Self**

Actively participates in regular one-to-one supervision with line manager and in the organisation's Performance Review scheme.

Takes responsibility for their own workload and work area

Undertakes learning and development activities, including attending training events and other relevant activities

5. **Financial Management and Control**

Follow The Pioneer group's financial regulations, policies and procedures

6. **Administration IT and Data Management**

Maintaining accurate paper and computer based records in own work area.

Using IT software and hardware for work purposes.

Typing, filing and general administration

Responsible for the safe use, storage and maintenance of equipment associated with own job.

7. **Legal and Regulatory Compliance**

Work within policies and procedures, the law, best practice, and Regulatory Frameworks relevant to the role.

Work within the Charities Commission regulations.

Work within contract specifications.

8. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Undertake flexible working hours as required to ensure our delivery meets service requirements

9.   Health and safety

All Pioneer Group employees have a responsibility to:

- take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors

- co-operate with Pioneer Group and its managers to enable compliance with statutory duties, objectives and targets.

Person Specification
Network Enabler

How do you meet our requirements?
Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant <u>Level 1</u> Job Competencies	How this is assessed
Core Pioneer Group: **Customer Focus** This competency is about putting customers and communities at the heart of the business and being eager to provide excellent service. It is about working to meet and exceed customer needs and look after their interests, whether those customers are internal or external customers **Taking Ownership** This competency is about demonstrating readiness to take responsibility for making decisions, seizing the initiative and taking action to benefit the business **Teamwork and Collaboration** This is about being a "team player". It is the desire to work co-operatively with others in teams and to consciously build and maintain business relationships/ networks based on trust both within and external to Pioneer Group.	Application Form Interview Assessment Probation Performance Review
Additional KEY <u>Level 1</u> Competencies	
1. **Getting things done** 2. **Influencing** 3. **Relating to Others** 4. **Confidence** 5. **Resilience**	Application Form Interview Assessment Probation Performance Review
Skills, abilities and experience	

	Essential Criteria You must have the following	How this is assessed
1.	**Experience** • Working and delivering services within a community setting • Able to demonstrate experience of partnership working	Application Form Interview Assessment
2.	**Skills and abilities** **Communication Skills** • Advanced verbal, observational and influencing skills • Ability to understand and react to the needs of hard to reach groups • Ability to prioritise and review and work under pressure to specific timescales and targets • Ability to handle difficult situations with sensitivity • Ability to work independently and within a team • Ability to present information orally/in writing both internally and externally • Has customer focus, is courteous, friendly and approachable • Empathy with volunteers and an understanding of their needs	Application Form Interview Assessment Application Form

	Literacy • Ability to keep records • Own routine correspondence using standard letters/ability to maintain accurate and readable records, • Ability to write formal reports	Application Form
	Numeracy • Simple arithmetical calculations and • Ability to maintain accurate financial records • Ability to interpret simple financial information and take action in accordance with established procedures	Application Form Assessment
	Analytical/research skills • Assess information and make decision in accordance with established policy and procedure, seeking guidance where necessary • Undertake evaluation and research of service area/activity and make recommendations for action • Ability to translate strategy into a deliverable programme	Application Form
	Physical and other skills • Ability to use Microsoft Office • Ability to use customer management computer systems • Excellent administrative skills, including filing and record keeping	
3.	**Knowledge** • Knowledge and understanding of national, regional and neighbourhood 'health' issues particularly those that are relevant to older people • Knowledge and understanding of Asset-Based Community Development	Application Form Interview Assessment
4.	**Qualifications** • Good basic standard of education – to GCSE level • Attainment of mathematics, English and one other GCSE or equivalent	Application Form Interview
5.	**Other** • A commitment to a community led organisation and its core values • Ability to work flexibly and to work after normal office hours if needed • Occasional evening and weekend work • Ability to travel within the Tyburn area	Application Form Interview
Desirable		
1.	**Experience** • Developing services with residents • Delivering on a community volunteering project	Application Form
2.	**Knowledge**	Application Form
3.	**Qualifications**	Application Form