



Job Description

Community Partnerships Organiser

Job Title	Community Partnerships Organiser
Job Purpose	To support of the delivery of Carers in Bedfordshire's community partnership work, including our programmes in volunteering, communications, engagement and fundraising in order to maximize support, interest and resources for our work
Job Context	<i>Carers in Bedfordshire</i> is a registered charity that is governed by Carers for Carers. Its work is to ensure Carers are properly valued and supported by the government and the community, thus enabling them to perform their caring role as effectively and happily as possible.
Working with	Volunteer Coordinator, Community Partnerships & Fundraising Coordinator, Chief Executive Officer, Information Officer, volunteer ambassadors
Reports to	Community Partnerships & Volunteering Lead
Grade:	2b/c; starting salary £18,615 FTE (pro rata for part time hours)
Hours:	15-20 hours per week worked over a minimum of 3 days
Location:	Carers in Bedfordshire's Bedford Office, Suite K, Sandland Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ The role will require occasional working at Carers in Bedfordshire's other offices and attendance at other venues to attend CiB activities and meetings
	Working from Home/using remote access to work: Your entitlement is: In adverse weather and/or exceptional circumstances and/or extreme situations you may work from home for a maximum of 2 days.

Duties and responsibilities

Communications

- Contact volunteers, supporters and organisations face-to-face and by phone to build and nurture community relationships and organize activities to support Carers in Bedfordshire's work
- Support with digital communications and engagement activities to include but not limited to: updating and maintaining areas of Carers in Bedfordshire's websites and social media platforms: Facebook, Twitter and Instagram
- Produce, distribute and manage stock of printed literature including the Carers magazine, postcards, flyers, leaflets and other collateral

Volunteering

- Administer volunteer selection and induction process, including contacting prospective volunteers, processing applications, following up references, undertaking DBS checks
- Organise volunteer events such as induction, training, forums and trips

Engagement & Governance

- Support the volunteer ambassador programme, ensuring ambassador engagements are appropriately resourced
- Support the full membership recruitment and engagement programme
- Administer the discount card scheme, processing applications and maintaining accurate records of discount card holders and businesses

Fundraising

- Support individuals undertaking fundraising activities for Carers in Bedfordshire, including proactive phone calls and email communication, responding to enquiries and other supportive activities
- Assist with the planning and delivery of fundraising events and activities
- Work with the Community Partnerships & Fundraising Coordinator to maintain adequate records of fundraising activities in progress including records of donors, donations and gift aid contributions
- Work with colleagues to ensure processes are followed for both online and offline donations ensuring information is recorded correctly onto the database and thank you letter issued
- Work with the Community Partnerships & Fundraising Coordinator, researching new fundraising opportunities and prospects

Team

- Service team meetings, booking rooms and venues and preparing for meetings called by Community Partnerships team members.
- Support nominations for awards and similar opportunities to promote Carers in Bedfordshire
- Assist with the planning and delivery of events and activities

Other responsibilities

- Ensure personal information is collected, stored, and managed appropriately ensuring confidentiality of information as appropriate and compliance with appropriate legislation and best practice
- Keep careful and confidential records of all work completed and ongoing for individual carers, ensuring data is managed and maintained in accordance with Data Protection legislation and good practice
- Maintain information systems up-to-date including shared and personal calendars
- Collect data and monitor and evaluate activities to ensure outcomes are achieved, documented and reported
- Represent Carers in Bedfordshire and act as a local ambassador for carers
- Support outreach and awareness raising work, for example in Carers Week
- Ensure central information systems are up-to-date including shared and personal calendars
- Adhere to Carers in Bedfordshire's standards, policies and procedures
- Monitor and maintain a safe and secure working environment at all times, in compliance with Health and Safety and other policies
- Participate in training and other organisational briefings and activities and maintain an up to date knowledge of carers' needs and Carers in Bedfordshire's services, safeguarding practice, etc.
- Attend regular supervision sessions and staff/team meetings
- Undertake such personal training as may be required to keep up to date and fulfil professional requirements
- Have a collaborative and flexible approach to work
- Some evening and weekend working is expected as part of your normal designated hours, and occasional nights away from home may be required

Additional Duties:

It is in the nature of the work that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by your job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work.



Person Specification

Community Partnerships Organiser

	Essential Criteria	Desirable Criteria
1. Qualifications	<p>A-level or equivalent level qualification</p> <p>G.C.S.E or equivalent English Language and Mathematics</p>	<p>Qualification in marketing, business administration or related subject</p>
2. Relevant Experience	<p>Working in a customer facing or service user facing environment</p> <p>Using a variety of IT platforms e.g. contact/client database, website management; email software</p> <p>Contributing to social media activity in a voluntary/personal or professional capacity and writing digital content including web copy and emails</p> <p>Understanding of and sensitivity to the needs and difficulties faced by carers and families affected by a caring role</p>	<p>Experience of working within a social, community, youth or educational setting</p> <p>Experience of project and/or event coordination</p> <p>Experience working with volunteers or of volunteering</p> <p>Experience of working with Carers or other vulnerable groups and a good understanding of the issues they face</p>
3. Skills, Abilities and Personal Qualities	<p>Excellent interpersonal and communication skills, including written, face-to-face and on the telephone</p> <p>Managing and completing tasks successfully to deadlines; and prioritising own workload and able to deal with a varied volume of work with attention to detail, accuracy, speed and efficiency</p> <p>Sensitive and friendly approach combined with a professional attitude</p> <p>Able to manage frequent interruptions and prioritise your workload accordingly</p> <p>Positive team player</p> <p>Uses initiative; enthusiastic; self-</p>	

	<p>motivated; motivates others</p> <p>Ability to collate, interpret and present information clearly and precisely</p> <p>Full understanding of and ability to maintain confidentiality</p> <p>Good general health; some physical skills required to set up/dismantle display stands, etc.</p> <p>Full clean driving license and access to a car with business insurance</p>	
--	---	--