



## MANCHESTER CARES

### PROGRAMME COORDINATOR (SOCIAL CLUBS)

#### Job application pack

- **Salary:** £28,000 FTE (£8,400 per year)
- **Role type:** 12 month contract, part time 0.3 FTE (11.25 hours per week)
- **Location:** City of Manchester with some remote working
- **Reporting to:** Head of Programmes
- **Application Deadline:** 11:59PM on 10th July 2022
- **Interview date:** 20th July

***The Cares Family is an anti-racist, anti-discriminatory organisation. We particularly welcome applications from Black, Asian and Minority Ethnic people, people with disabilities and people from lower income and diverse educational backgrounds who may be under-represented in our organisation.***

#### ABOUT THE CARES FAMILY

The Cares Family helps people find **community and connection in a disconnected age**. First established in 2011, our objectives are to reduce loneliness and isolation by creating and supporting meaningful mutual relationships between people who might not otherwise interact; to help people feel **belonging, purpose and power in a rapidly changing world**; and to bring people together to **reduce the gaps across social, generational, digital, cultural and attitudinal divides**.

Over the past nine years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people together to share time, laughter, new experiences and friendship**. We have focused here because older and younger people are most at risk of loneliness, particularly in cities which can feel anonymous, isolating and lonely. Those charities – **North London Cares** (established 2011), **South London Cares** (2014), **Manchester Cares** (2017), **Liverpool Cares** (2018) and **East London Cares** (2019) – have brought 18,000 older and younger people together to share over 500,000 interactions through 4,500 social clubs and 18,000 one-to-one hours.

#### Our Values

These values are an important part of what it means to work at The Cares Family. **They're for us as staff, but also for our partners, neighbours and volunteers**; we expect everyone to act in accordance with them.

We strive to live them in everything we do and to use them as guides for decision making. It's not just about what we do, **but how we do it**.

- **Kindness:** we are empathic, respectful and optimistic, putting people at the heart of everything we do.
- **Community:** we are rooted in place, representing the needs, stories and language of local people authentically, and are passionate about the power of collective agency to advance justice and togetherness.
- **Trust:** we are dedicated, responsive, reliable and accountable to people in their neighbourhoods as well as our valued partners.
- **Bravery:** we are ambitious for our neighbours and for our model, and aware of the power of openness and honesty in leadership.
- **Learning:** we constantly appraise and innovate in our work, developing the most relevant, creative and adaptable approaches.

The Cares Family is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us to achieve that mission of building a world that is kinder, more connected and more empathetic.**

## ABOUT THIS ROLE AND MANCHESTER CARES

Since opening in 2017, **Manchester Cares has supported over 1000 older and younger people to share time, friendship and fun together.** We have done so by applying The Cares Family's [core programmes](#) and making them uniquely Mancunian. Through each of these integrated programmes, inspired and led by neighbours, the relationships created are two-way and harness the heritage of the local community. Older people benefit from a regular, familiar place to go and the company of young people showing an interest in their lives; while younger people receive the advice, humour and stories of older people.

**We're now looking for a creative, confident and versatile Programme Coordinator to support our Social Clubs programme.** Our Social Clubs offer a space for older and younger Mancunians to share time, laughter and new experiences that help everyone to feel a part of our changing city.

You will work closely with the Social Clubs Programme Coordinator to design and deliver 12-15 Social Clubs per month. You'll also support with other programme tasks where required; we're a small team so sometimes need to offer cross-programme support. All activities will be either online via Zoom or in venues across Manchester.

The job requires creativity, perseverance, patience, leadership and positivity. **You will need to be able to lead a room, to give instructions in a friendly and occasionally firm way, and to facilitate conversations and connection between people** who may not normally interact and who may be nervous. You will be someone who is able to effectively manage their time, and oversee lots of moving parts and elements, to facilitate a successful project or event. In the role you will also liaise with community partners, using your creativity, determination and partnership-building skills to collaborate on exciting events.

## KEY RESPONSIBILITIES:

- Work with the Social Clubs Coordinator to **design, deliver and grow Manchester Cares' Social Clubs programme** through online, and in person activities.
- **Build and maintain effective community partnerships** with local and national organisations, community groups and potential collaborators.
- **Build awareness and engagement in Social Clubs** by encouraging attendance, regularly communicating with older and younger people in our network. monitoring trends and feedback and working with our Volunteer & Outreach Coordinator.
- **Create warm and engaging communications**, such as newsletters, blogs, emails and social media to advertise our Social Clubs to our network.
- **Maintain accurate records** to support the Social Clubs Programme, including social club registers, safeguarding concerns, contact information, budget spends, quotes and feedback.
- **Regularly analyse and evaluate Social Clubs**, by using data tools to ensure our activities are relevant, targeted and best serve the community.
- You may also be expected to support **other projects** beyond your core role, **in line with your skills and experience**, that contribute to organisational objectives.

In return we will offer you:

- 26 days' annual leave (22 days' regular leave, a day for your birthday and three days between December 25th and January 1st when The Cares Family is closed).
- Pension (3% employer contribution through the government's NEST scheme).
- A staff welfare programme including access to counselling.
- Flexible working hours
- Cycle to Work Scheme

### Essential skills, experience and personal qualities:

*Please note this is an extensive list and if you do not have all these qualities it should not put you off applying as we really value transferable skills and experience.*

- **Confident group facilitator**, able to lead and organise events and encourage conversation and participation from a diverse group of people.
- **You're an authentic, high-quality communicator and storyteller** with the ability to build relationships with diverse groups and individuals effectively and appropriately (through written as well as verbal communications).
- **Creativity and resourcefulness** – you're able to come up with lots of feasible and exciting ideas on a budget, to encourage social connection.
- Understanding and proficiency in use of **video conferencing apps and social media**.
- Competent **multi-tasker, team-player** and determined **problem-solver**.
- **Adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation.
- **Commitment to creating an inclusive, anti-discriminatory and exciting programme** that tackles loneliness and isolation amongst older and younger neighbours alike.

### Desirable skills and experience:

- **Understanding of the culture and socio-economic challenges** facing Manchester.

- Experience of working with **community organisations/groups**.
- Experience in **creating and facilitating events**.
- Good grasp of **Salesforce or other CRM systems**.
- Great **attention-to-detail**.
- Experience using Microsoft Office applications and Google Docs.

### Other requirements:

- You have the flexibility to work evenings and some weekend days per month in order to deliver your work, with time off provided in lieu;
- You are able to obtain a clear DBS certification (provided);
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview;
- You have the right to work in the UK.

### HOW TO APPLY

**This is a task based application process, so we are not asking applicants for CVs or cover letters.** To apply for this role, please read this job description and the below task descriptions carefully, and complete our [online application form](#) by **11:59PM on 10th July 2022**.

Successful applicants will be asked to attend an interview on 20th July 2022.

### APPLICATION TASKS

*Please note that the interview panel are the only members of staff who will see your task work. We value intellectual property, and will not use any of your ideas or suggestions without your consent.*

#### TASK 1: INTRODUCE YOURSELF

Please introduce yourself and tell us why you are interested in the role. You can submit this as an audio recording or a short statement of no more than 300 words.

**Why we're asking for this:** In this role, you will be introducing yourself to hundreds of new older and younger neighbours who may be nervous about meeting new people, as well as community partners. This task helps us learn a little about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.

**Tip:** Try to relax, and imagine you're having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at Manchester Cares.

**Requirements:** Audio file no longer than 3 minutes or up to 300 word statement. Please name your file: [YOURNAME]Task1.

#### TASK 2: YOUR SKILLS, EXPERIENCE AND PERSONAL QUALITIES

Please tell us how you meet the essential and desirable skills, experience and personal qualities listed above in this job application pack. List each bullet point, and give an example of how you meet the criteria – this could be through paid or unpaid work, volunteering experience or training.

*Why we're asking for this:* As we're not asking for cover letters and CVs, we'd like to offer you the chance to tell us about knowledge, skills or experience you have (whether paid or voluntary) that would make this the right job for you.

**Tip:** We look for transferable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.

**Requirements:** Word doc, Google doc or pdf. Maximum of two pages. Please name your file: [YOURNAME]Task2

### **ACCESSIBILITY**

If you have any problems sending your application or have any accessibility needs, please contact Laura, our Head of Programmes, at [laura.wilkinson@manchestercares.org.uk](mailto:laura.wilkinson@manchestercares.org.uk) or by calling **07596 222178**.

We're looking forward to receiving your application, good luck!

[\*\*CLICK HERE TO SUBMIT YOUR APPLICATION\*\*](#)