

ROLE DESCRIPTION

Role: Senior Coordinator

Department: TLC Befriending Projects

Responsible to: The trustees of TLC

Hours: Part-time (20 hours a week)

Role Outline & Purpose:

The Senior Coordinator is accountable for the operational management of the Befriending Service, with a strategic lead on volunteer training.

Key roles include the strategic management of the referral process, monitoring and reviewing of befriending placements, volunteer recruitment and training.

Responsibilities:

- Provide operational leadership of the Befriending Service.
- Lead strategically on the referral process, befriender visits, and all associated administration.
- Oversee monitoring and review of befriending placements.
- Take strategic responsibility for the coordination and delivery of volunteer training (both core and ongoing).
- Regularly review and update volunteer training materials.
- Provide leadership in volunteer management (working alongside Coordinators), including facilitating volunteer supervision meetings.
- Line manage the Coordinator, offering regular support and development.
- Work with the Board of Trustees to source, write, and submit funding applications to support the sustainability and growth of the project.

PERSON SPECIFICATION

Technical skills and minimum knowledge:

- A proven track record in a leadership role and experience motivating and developing people, volunteers, and teams.
- Educated to degree level and/or significant relevant professional experience.
- Excellent communication skills (written and verbal) with the ability to present information clearly to share both internally and externally.
- Skilled in using Microsoft Office applications.
- Strong organisational and administrative skills.
- Practical experience of monitoring, evaluation, and reporting.
- Ability to create and deliver training for volunteers.

Behaviors and competencies:

- Demonstrate dedication to the values of TLC.
- Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds.
- Demonstrates resilience, resourcefulness, flexibility, and perseverance.
- Analyses and communicates complex information effectively to different internal and external stakeholders.
- Works with others as one team, actively listening and collaborating to achieve the shared vision.
- Builds strong internal relationships, sharing information and expertise.
- Role models inclusive behavior, values, and leadership.

Our Values

TLC's core values are compassion, community and purposefulness and are central to all that we do.