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Organisational Development Coordinator - JD

Managed by: Organisational Development Manager

Salary: £25,000 per annum, pro rata

Probation period: 3 months

Hours: 17.5/week, 0.5FTE

Holiday: 30 days + bank holidays

Contract: 12-month fixed contract

Based at: Shoreditch Trust Head Office (12 Orsman Road. London N1)

About Shoreditch Trust

Shoreditch Trust is a charity which supports and empowers communities to improve their health and wellbeing through working in a person-centred way. Our initiatives empower people to make choices about their health and wellbeing by providing people with practical experience, a fresh perspective, skills, knowledge and motivational support towards healthy living.

Purpose of the post

To work closely with the Organisational Development Manager (ODM) to support monitoring and evaluation (M&E) across Shoreditch Trust. The Trust uses a variety of systems and procedures to produce effective monitoring and evaluation and robust reporting of its charitable work. The Organisational Development Coordinator is a new post that will assist growth in monitoring and evaluation and the administration of Health and Wellbeing contracts and grants. The Trust is recruiting one 0.5 FTE post.

Job Description

Areas of Work

- 1 Monitoring and evaluation
- 2 Staff training and data entry support
- 3 Administration of contracts and grants
- 4 Core support

1 Monitoring and evaluation

- Work with Shoreditch Trust's M&E systems including Salesforce NPSP (Non-profit Success Pack)
- Undertake regular interrogation of data and identify errors and gaps
- Support contract and grant reporting with error checking and sense checking of data, and liaising with staff to ensure timely and accurate entering of data
- Review system reports and work with ODM to improve
- Support ODM in development of Shoreditch Trust's Salesforce.org
- Support M&E requests from Shoreditch Trust's Senior Leadership Team (SLT), Programme Managers and Practice Leads as appropriate
- Undertake training in Salesforce Admin tasks. In-house training will be given in the use of Salesforce user interface and basic Admin tasks as required. There is a full suite of Salesforce training that can be accessed via Salesforce Trailhead for personal training and development
- Make changes to Shoreditch Trusts Salesforce.org as agreed with ODM
- Work with ODM to identify new ideas and opportunities for evaluation of data and analyse trends
- Work with ODM to provide figures for contract, grant and board reports
- Support the Trust's M&E work as reasonably required

2 Staff training and data entry support

- Support ODM in development and delivery of Staff Training
- Assist staff with general day to day support in use of Salesforce
- Support ODM in identification and management of staff data performance issues
- Work with ODM to prioritise staff requests for changes to system

3 Administration of contracts and grants

- Contribute to calendar of reporting and invoicing due dates and updates of report progress and submissions
- Work with ODM to maintain accurate records of contracts and grant agreements
- Support ODM to provide information for audit and regulatory requirements
- With ODM prepare budget forecasts of contract and grant income
- Support ODM with regular reviews of income against invoice for contracts and grants and reporting to SLT

4 Core support

- Provide appropriate cover for Organisational Development Manager when unavailable
- Provide updates to SLT as appropriate

Person Specifications

Educational achievements, Qualifications, Training and Knowledge

Essential

- Educated to Degree Level or equivalent qualification or experience
- GCSE Maths and English GCSE or equivalent qualification, Grade C or above
- DBS enhance security checked (this will be undertaken and a satisfactory outcome is a condition of employment)

Desirable

- Salesforce Admin certification or working towards

Experience

Essential

- Confident with use of Microsoft Office Word, Excel spreadsheets and Microsoft Sharepoint
- Confident in using data gathering and/or monitoring and evaluation systems (such as Salesforce CRM)
- Ability to produce reports and written material

Desirable

- Working in a charity, not-for-profit or social enterprise environment
- Experience with statistical software and/or CRM systems e.g. SPSS, Qualtrics
- Developing systems to gather data for monitoring and evaluation
- Understanding of Theory of Change and other charitable evaluation tools
- Salesforce CRM at Admin level
- Using Salesforce NPSP (non-profit success pack)
- Analysis and evaluation of smaller data sets

Job related aptitudes and skills

Essential skills

- Good critical thinking and an enquiring disposition
- Excellent reasoning and problem-solving skills
- Personal responsibility for delivery of tasks and duties
- Adherence to data protection policy and protocols
- Ability to organise, plan and prioritise on own initiative including when under pressure and meeting deadlines

Desirable skills

- Ability to use graphs and visual representations of data effectively

Personal qualities

Essential

- Commitment to continuous personal development
- Ability to work alone
- Ability to work collaboratively to meet deadlines
- Willingness to learn about new initiatives

Corporate responsibilities

Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration

Shoreditch Trust Values

Our Values guide everything we do with clients, colleagues, partners & commissioners:

Equality: we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

Connection: bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

Compassion: we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

Independence: we promote independence, enabling people to make informed decisions and take ownership of their own development.

Flexibility: we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

Anti-Racism

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society. Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy

and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and adults-at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.