

Shoreditch Trust

Shoreditch Trust Comms, Data & Evaluation Coordinator Job Description

Managed by: Director of Operations

Reports to: Director of Operations & SLT

Salary: £27,000 p.a.

Contract: Permanent

Probation: Three months

Hours: 35 per week (Full time), some evenings and weekends required

In person and based at: Shoreditch Trust offices and Community delivery sites

Holiday: 30 days + bank holidays (pro Rata)

Shoreditch Trust (ST) is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals. ST has over 25 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney & the City to improve their health and wellbeing, develop social networks, and build skills and access opportunities.

Our focus is on working with people who experience health, economic and social inequality.

Purpose of this post

You will play a vital role in enabling the smooth running of the organisation and its programmes through maintaining excellent programme administration, communications, governance and reporting systems.

The role is a key part of the wider Core Team.

The role is ideally suited to individuals with an interest in the core running of a charitable organisation.

Good organisational and communication skills are essential, as is the ability to hold a multitude of tasks simultaneously. The role will provide support for the Senior Management Team and wider delivery team. This post offers an excellent opportunity to learn about communications, programme administration, programme set up and data management and reporting within the context of the voluntary sector.

Job Description

The workplan will focus on three principal areas:

1. Communications
2. Data Management and Reporting
3. Programme Administration

Communications

- Prepare and maintain an annual comms timeline – including key celebratory or significant events for example mental health week, volunteer day etc ensuring that the Trust is maximising coverage across these key dates in the year;
- Maintain the annual events calendar – work with programme leads to ensure events are being covered by comms;
- Coordinate, collate and support with the preparation, completion and delivery of the ST newsletter – distribute via Mailchimp and oversee staff hard copy delivery;
- Day to day social media, liaising with Programme leads for engaging content;
- Monitor and ensure the website content is updated as needed;
- Prepare Board report on Comms;
- Be main contact for and oversee workstream with our Graphic Designer;
- Write PR materials as needed;
- Organise and oversee a regular Comms meeting with SLT – to include a focus on external and internal comms, the comms timeline and organisational events calendar

Data Management and Reporting

- Coordinating reporting deadlines and ensuring they are met by staff;
- All reports to be saved into report folder and SLT notified to sign off;
- Management of Plinth data management system, including managing supplier relationship, monitoring data is inputted correctly and staff training and support;
- Oversight of data requirements per programme and extraction of headline data information for board reports and general funding bids and reports.

Programme Administration

- Maintain and update contracts and grants master spreadsheet;
- Preparing paperwork for new contracts and grants agreements;
- Prepare and issue contract invoices using Xero accounting system;
- Monitor payment schedule using Xero and update SLT;
- Coordinate with accountants when contract invoicing is linked to monthly payroll;
- Planning and set up of new programmes. Supporting staff to launch programmes according to contract funding;

- Management of core support across delivery programmes including but not limited to advice and assistance, baby buddies, group programmes etc;
- Supporting SLT with preparation and submission of bid applications

Job Requirements

Our work is place-based, and people focused. To be responsive to the community and to be able to support Shoreditch Trust activities, we do not offer remote working contracts. You will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

Person Specification

Educational achievements, Qualifications, Training and Knowledge:

Essential

- Degree or equivalent qualification

Experience:

Essential

- Work experience as an Administrative Officer, Administrator, or similar role
- Familiarity with office management procedures and principles
- Experience using social media platforms and website CMS
- Experience of using Microsoft products including Word, Excel, and Outlook

Desirable

- Experience using e-marketing software e.g., Mailchimp
- Experience using data management and evaluation software
- Experience of processing financial claims/transactions
- Supporting managers to meet deadlines

Job related aptitude and skills:

- Ability to communicate effectively by telephone, in writing, by e-mail and in person
- Strong organisational and communications skills
- Methodical and organised approach to tasks, with an eye for detail
- Ability to work calmly under pressure prioritising competing demands effectively
- Initiative, flexibility, and ability to handle change
- Ability to produce accurate summaries of meetings, events, and conversations
- Ability to attend work regularly and on time
- Good problem-solving skills
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time

Personal qualities:

- Commitment to continuous personal development
- Ability to work alone, as well as working co-operatively as a team member
- Willingness to learn about new initiatives
- Specialist knowledge related to the area of appointment

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.