

## Staff Role Profile: Community Education Coordinator

<b>Job Level</b>	Level 2b	<b>Job reference No.</b>	
<b>Directorate</b>	Community Education	<b>Service/Function</b>	UK Ops
<b>Reports to</b>	Regional Community Education Manager	<b>Last Updated</b>	March 2020

### Scale and scope of role

<b>Direct reports</b>	8 Volunteers	<b>Indirect reports</b>	20 Volunteers
<b>Budgetary responsibility / accountability</b>		<b>Accountability for other resources</b>	Grant and restricted income projects
<b>Reach and impact</b>	<p>The role will manage the allocation of resources and volunteers in the area to increase the BRC geographical footprint and capacity within communities.</p> <p>The post holder will manage community external partnerships and relationships, and work with the Regional Community Education Manager to support the implementation partnerships and externally funded projects.</p> <p>The Community Education Coordinator will have accountability for all aspects of the Community Education blended learning offer for their area and to ensure the education delivery is consistent and at the appropriate quality standard.</p>		

### Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

## Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

## Directorate overview

The role of Community Education Coordinator sits within the Community Education directorate.

### Context

The British Red Cross refuses to ignore people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through about 4,000 staff and over 20,000 volunteers.

For those with an increased risk of experiencing a crisis, and to develop individual and community resilience, our education offer will ensure all those reached are better equipped to understand, cope and take action. Our education team delivers vital skills that help people cope with and take action in a crisis. Our vision is a world where everyone gets the help they need in a crisis. Education offers a way to secure the help of others in achieving our vision. As part of this we want everyone in the UK to have the opportunity to learn first aid/education, and identified risk groups to have the skills and confidence to be able to cope in a crisis, so they can help themselves and others.

### Purpose of the role:

The Community Education Coordinator will have accountability for the Community Education delivery for a locality and ensure that it is consistent across the UK to achieve key performance indicators and quality standards within Education and wider BRC strategies.

The role will manage and develop a team of volunteers to increase the quality and quantity of education delivery and increase community engagement to maximise the organisations geographical footprint and increase community resilience.

The post will manage community relationships/ partnerships as a route to targeted learners and deliver on external funded projects for new and existing channels. As the front facing Community Education lead for the area, the role will utilise the blended education delivery to maximise the effectiveness of the BRC education offer and resources available.

## Main responsibilities

### Operational responsibility

- > To manage the Community Education offer for a locality and ensure its consistent and meets the required national quality standard to achieve key performance indicators within Education and BRC strategies.
- > As a member of the Regional Education Management Team, the post holder will work with the Regional Community Education Manager to manage and implement key partnerships and funded projects within the locality.
- > Support and manage new innovative projects (where appropriate), to improve the Community Education offer and cross-service working.
- > Develop community partnerships and working relationships with targeted organisations, and ensure partnerships are implemented (where appropriate).
- > Deliver education sessions through partnerships to adult and youth audiences based on risk groups and identified needs.

### Quality and standards

- > Achieve agreed annual operational performance targets and provide feedback on KPI's.
- > To ensure the external facing Community Education offer provides a consistent, dynamic and quality educational customer service.
- > To implement and develop effective business processes to support the Community Education blended delivery offer (including BRM, CRM and any other agreed IT systems).
- > Ensures volunteers are managed, training and full compliance to the BRC Community Education quality standards.

### Performance and resource management

- > Manage resources and ensure all efficiencies are maximised to achieve agreed KPI's.
- > Lead, motivate and develop a team of volunteers to achieve key performance indicators to support the community education offer.
- > To manage and implement national business processes to support the customer experience, whilst maximising new bookings and opportunities.
- > To implement external funded projects and project outcomes (where appropriate).

## Relationship management

- > Gather and share community level insight from external partners and audiences to establish unmet needs and appropriate methodologies for the development of community education offer and product development in line with national guidance.
- > Maintain and develop collaborative internal & external relationships and networks with key stakeholders to support targeted learners, and maximise cross service/ community networks.

## Team Leader

- > All team members understand their responsibilities and objectives
- > All resources involving staff managed in accordance with BRC policies and procedures
- > All staff are kept informed of relevant organisational plans and updates on development
- > Team ideas and comments are communicated and forwarded appropriately.

## Team Member (to be added to all role descriptions)

- > Actively participates in all team meetings
- > Supports other team members
- > Upholds all values of the British Red Cross

## Pre engagement checks

### Criminal Records

#### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult & Child
Northern Ireland
> Access NI - Enhanced check

### Drivers Checks

> Required Yes
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## Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

## Integrity and conduct

In the British Red Cross we will not tolerate any form of misconduct, including sexual harassment, exploitation and abuse. We have a code of conduct in place, and are committed to creating a culture of integrity in the organisation where misconduct is not tolerated, situations of abuse are quickly investigated and perpetrators are dealt with effectively.

The British Red Cross Code of Conduct can be found on our website

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
<b>Knowledge and Skills</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>&gt; Educated to GCSE level or equivalent in maths and English</li> <li>&gt; Recognised education, training or facilitation qualification, or equivalent by experience</li> <li>&gt; Coaching and motivational skills</li> <li>&gt; Strong written and oral communication skills</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Understanding of first aid, stigma education and humanitarian education</li> <li>&gt; IT literate and competent in Microsoft Office applications and databases</li> </ul>	
<b>Experience</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>&gt; Experience of coordinating, supporting and delivering projects.</li> <li>&gt; Experience in recruiting, selecting, managing and supporting volunteers.</li> <li>&gt; Experience in the evaluation of learner needs.</li> <li>&gt; Experience of monitoring and evaluating work.</li> <li>&gt; Experience of facilitated learning and adapting nationally approved learning content to meet learner needs.</li> <li>&gt; Experience of relationship management and collaborative working with relevant external strategic partners.</li> <li>&gt; Experience of working with marginalised / vulnerable groups.</li> </ul>	
	Desirable		

<b>Behaviours</b>	<p><b>Communicating and influencing</b></p> <p>Tailors their approach:</p> <ul style="list-style-type: none"> <li>&gt; Adapts their method of communication and message to suit a specific audience.</li> <li>&gt; Uses their understanding of others to tailor and choose the approach that will have the greatest impact.</li> </ul>	
	<p><b>Leading and engaging</b></p> <p>Supports the team:</p> <ul style="list-style-type: none"> <li>&gt; Treats members of the team fairly and is open and honest.</li> <li>&gt; Provides team members with the information they need to do their job.</li> <li>&gt; Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the British Red Cross achieving its purpose.</li> <li>&gt; Understands and lives the Red Cross fundamental principles.</li> </ul>	
	<p><b>Focussing on people in crisis</b></p> <p>Always asks ‘what does this mean for people in crisis?’</p> <ul style="list-style-type: none"> <li>&gt; Puts people in crisis at the heart of what they do.</li> <li>&gt; Thinks from a people in crisis perspective.</li> </ul>	
	<p><b>Solutions focussed</b></p> <p>Sees multiple connections:</p> <ul style="list-style-type: none"> <li>&gt; Defines the desired outcome by breaking the situation down into component parts.</li> <li>&gt; Identifies trends and questions inconsistencies in information/data.</li> <li>&gt; Anticipates obstacles/ thinks ahead about next steps and contingencies.</li> <li>&gt; Uses a range of methods to identify solutions and make decisions, involving others where appropriate.</li> </ul>	

	<p>Is self-aware:</p> <ul style="list-style-type: none"> <li>&gt; Recognises, manages and is responsible for their own emotional and behavioural reactions to situations.</li> <li>&gt; Is aware and willing to discuss their own strengths and development areas, as appropriate.</li> <li>&gt; Reflects on their behaviour and uses mistakes as opportunities for learning.</li> <li>&gt; Role model's good behaviour to achieve the organisations vision.</li> </ul>	
<b>Additional requirements</b>	Essential ✓✓	
	Desirable	

**In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. People with disabilities who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme**