

Community Education Coordinator

Job Level	Level 2b	Job Reference No:	
		Role Review Date	13 th Dec 2021
Directorate	UK Operations	Function	CRCR
Service	Community Education	Reports to	Regional Community Education Manager

Scale and scope of role

Direct reports	9 Volunteers	Indirect reports	9 Volunteers
Budgetary responsibility / accountability		Accountability for other resources	Grant and restricted income projects

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.

Purpose of the role:

To deliver Humanitarian Education Workshops both digitally and face to face within targeted locations in the UK. Build and develop community contacts, networks and partnerships, and recruit and support volunteers to amplify our offer.

Gather and share community insight to ensure the development of the community education offer and product development

Key responsibilities

Operational delivery

- To deliver our educational workshops through face to face and digital workshops to both adult and youth audiences based on national targeting information.
- To support the delivery of the community education strategy/products by understand the needs of the local community.
- To coordinate the Community Education offer for the area and ensure its consistent and meets the required national quality standard to achieve key performance indicators.
- Support the Regional Community Education Manager to manage and implement key partnerships and funded projects within the locality.
- Support and coordinate projects, to improve the Community Education offer and cross-service working.
- To work across the whole of the Community Education team via an Agile approach to ensure feedback is utilised to improve and develop products to ensure we are a learner led team.
- Develop community partnerships and working relationships with targeted organisations, and ensure partnerships are implemented.

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

Performance and resource management

- To manage and implement national business processes to support the customer experience, whilst maximising new bookings and opportunities.

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 strategy.
- 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 managed in accordance with BRC policies and procedures

- All team members are kept informed of relevant organisational plans and updates on development
- Team ideas and comments are communicated and forwarded appropriately

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Pre engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Barring Service Check (DBS)
<ul style="list-style-type: none"> • Enhanced - Child and Adult Workforce
Scotland
<ul style="list-style-type: none"> • Protecting Vulnerable Groups (PVG) – Adult & Child
Northern Ireland
<ul style="list-style-type: none"> • ACCESS NI - Enhanced Vulnerable Adults and Children

Drivers Checks

- Required – Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential	<ul style="list-style-type: none"> > Recognised education, training or facilitation qualification, or equivalent by experience > Coaching and motivational skills > Strong written and oral communication skills > IT literate and competent in Microsoft Office applications and databases 	S I I S
	Desirable	<ul style="list-style-type: none"> > Understanding of humanitarian education 	I
Experience	Essential	> Experience of coordinating, supporting and delivering projects.	S
		> Experience in recruiting, selecting, managing and supporting volunteers.	S
		> Experience in the evaluation of learner needs.	S
		> Experience of monitoring and evaluating work.	S
		> Experience of facilitated learning and adapting nationally approved learning content to meet learner needs.	S
		> Experience of relationship management and collaborative working with relevant external strategic partners.	S
		> Experience of working with marginalised/vulnerable groups.	S
Behaviours	Leading and engaging		
	Supports the team:		
	>	Treats members of the team fairly and is open and honest.	S
	>	Provides team members with the information they need to do their job.	S
	>	Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the British Red Cross achieving its purpose.	I
	>	Understands and lives the Red Cross fundamental principles and British Red Cross values	I

Behaviours	Focussing on people in crisis Always asks ‘what does this mean for people in crisis?’ <div><div>></div> Puts people in crisis at the heart of what they do.</div> <div><div>></div> Thinks from a people in crisis perspective.</div>		<div></div> <div> </div> <div> </div>
Behaviours	Solutions focussed Sees multiple connections: <div><div>></div> Defines the desired outcome by breaking the situation down into component parts.</div> <div><div>></div> Identifies trends and questions inconsistencies in information/data.</div> <div><div>></div> Anticipates obstacles/ thinks ahead about next steps and contingencies.</div> <div><div>></div> Uses a range of methods to identify solutions and make decisions, involving others where appropriate.</div>		<div></div> <div> </div> <div> </div> <div> </div> <div> </div>
Behaviours	Managing personal impact Is self-aware: <div><div>></div> Recognises, manages and is responsible for their own emotional and behavioural reactions to situations.</div> <div><div>></div> Is aware and willing to discuss their own strengths and development areas, as appropriate.</div> <div><div>></div> Reflects on their behaviour and uses mistakes as opportunities for learning.</div> <div><div>></div> Role model’s good behaviour to achieve the organisations vision.</div>		<div></div> <div> </div> <div> </div> <div> </div> <div> </div>
Additional requirements	Essential	<div><div>•</div> Ensures inclusive practice and promotes diversity</div> <div><div>•</div> Driver’s license</div>	<div> </div>
	Desirable		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.