

Staff Role Profile: Community Education Coordinator

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

Scale and scope of role

Direct reports	10 Volunteers	Indirect reports	10 Volunteers
Budgetary responsibility / accountability	Education equipment and IT hardware	Accountability for other resources	Grant and restricted income projects
Reach and impact	<p>This role will deliver Humanitarian Education Workshops both digitally and face to face within targeted locations in the UK. They will also coordinate the allocation of resources and volunteers in the local areas to increase the British Red Cross geographical footprint and capacity within communities.</p> <p>The post holder will oversee and develop community partnerships and relationships, and work with the Area Community Education Manager to support the implementation of internal and external 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 Crisis Response & Community Resilience 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. In addition to this they will aim to achieve the key performance indicators and quality standards within Community Education and wider British Red Cross strategies.

Primarily, the focus of this role is to deliver our Humanitarian Education products via face to face or digital workshops whilst also promoting our extensive online products. Additionally, part of this role will be to manage and develop a team of volunteers to increase the quality and quantity of education delivery. Furthermore, will increase community engagement to maximise the organisation's geographical footprint and promote 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 British Red Cross education offer and resources available.

Main responsibilities

Operational responsibility

- > To deliver our educational workshops through face to face and digital workshops to both adult and youth audiences based on national targeting information.
- > To develop both knowledge and expertise of the local areas to inform and influence the development of our Educational Products.
- > The post holder will be expected to travel within the targeted locations to deliver both face to face workshops and conduct coach observations.
- > To maintain an active volunteer workforce via regular communication and involvement in the delivery of our Educational Products.
- > To coordinate 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 British Red Cross strategies.
- > 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 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 (including Beneficiary Relationship Management, and any other agreed IT systems).
- > Ensures volunteers are managed, trained and fully compliant to the BRC Community Education quality standards.

Performance and resource management

- > Lead, motivate and develop a team of volunteers to support the community education offer through role modelling a community of practise approach.
- > To manage and implement national business processes to support the customer

experience, whilst maximising new bookings and opportunities.

- > To work on externally funded projects.

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 volunteers are kept informed of relevant organisational plans and updates on development
- > Team ideas, comments and feedback is communicated to inform product development

Team Member

- > 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

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

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

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