



JOB DESCRIPTION

Job Title: Project Worker – Shopping service

Grade: £18,562 (pro rata = £14,850)

Hours: 28 hours per week (6 month contract initially but possibility of extension)

Location: Brighter Living Partnership, Southport Community Centre, Norwood Road or home working

Accountable to: Deputy Manager

Job Purpose:

1. To run the day to day operation of the shopping service including managing volunteers and directly liaising with clients as required
2. To work with other Brighter Living staff and external partners to ensure clients are receiving the support they need in all aspects of health and wellbeing
3. Explore development opportunities to make the project more efficient, sustainable and address any emerging needs

Main Duties and Responsibilities:

- To deal with any client referrals and appropriately assign them to the service or to alternate services if inappropriate for this service
- To manage, recruit and retain volunteers for the service to ensure its effective and efficient, this includes sourcing references, DBS checks and regular supervision
- To maintain and appropriately record information related to the service including receipts, transactions and client/volunteer information according to Brighter Living Partnership's policies and procedures
- To work with the finance team within the organisation to ensure information is up to date, records are maintained and to ensure smooth finance processes are maintained

- Link in with other Brighter Living Partnership staff or external partners to refer clients for other support services that are provided outside of this service
- Explore development opportunities for this service to increase its efficiency, sustainability and to address emerging need by linking in with other staff and working with partners such as Volunteer Centre Sefton
- Contribute to the evaluation of the service, collate and input timely data and suggest/implement service improvements on a regular basis, including undertaking regular client satisfaction surveys for example
- Produce and/or contribute to regular reports to share with funders, other staff members and the board of trustees
- Attend mandatory training to fulfil the role and undertake professional development
- To be accountable for ensuring that all records, including work diary, are maintained in accordance with Brighter Living Partnership's policies and procedures
- To be accountable for ensuring personal compliance with all Brighter Living Partnership's policy and procedures including safeguarding and health and safety
- Undertake other duties as may be reasonably required within the general terms of the job description

General information

The successful applicant will be employed by Sefton CVS and seconded to the Brighter Living Partnership. The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Brighter Living Partnership, in accordance with the organisation's procedures and policies.

Hours of Work

The post is for 28 hours per week over 5 days. The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Brighter Living Partnership policies and procedures and prior agreement

with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days (pro rata) leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Brighter Living Partnership Expenses Claim Form.

Equal Opportunities

Sefton CVS and Brighter Living Partnership operate an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

We will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not always possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

Common Requirements for all Brighter Living Partnership posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations
- To effectively communicate with other colleagues who may be working remotely

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Brighter Living Partnership

Organisational Skills

- To be able to plan and organise your own workload and manage your time
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others

Team Working

- To be able to contribute to the Brighter Living Partnership team and its overall effectiveness
- To share skills, expertise and ideas with other projects based in the Community Centre and wider community partners

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively and be comfortable using online video platforms such as Zoom

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace

Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector

Essential Requirements to this post

- Excellent time management and organisational skills
- Experience of managing/supporting volunteers