# Development Coordinator

Thank you for your interest in the post of Development Coordinator. This application pack contains the following:

* Information about HMSC
* Job description
* Person specification
* Equal opportunities monitoring form

The Application Form is a separate document.

Please apply by **completing the application form provided**. See the job description and person specification for essential requirements for this post and **address them in your statement**. We will shortlist candidates according to these criteria.

We would be grateful if you could also complete the Equal Opportunities Monitoring Form, which will be separated from the application and not considered as part of the selection process.

Please return your application by email to joinus@haringeymsc.org (please write “Development Coordinator recruitment” in the header). We will acknowledge receipt of all applications sent by email.

CLOSING DATE: Monday 28th December 2020, 11:59pm.

INTERVIEWS: first or second week of January 2021 – exact date to be confirmed

START DATE: asap

If you have specific questions about this job and would like to speak to us before sending your application, please email joinus@haringeymsc.org with your name, contact number and the question(s) and we will try to contact you – please note, however, that it will not be possible between 1-21 December.

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POST: **Development Coordinator**

Accountable to: Centre Manager

Hours: 35 hours/week

Location: London, N15 (initially remote working, with occasional days in the office)

Salary: £30,457 incl Greater London Weighting

Contract: 12 months’ fixed term contract, extension subject to funding

The post will require a current DBS check.

**INFORMATION ABOUT HMSC**

Haringey Migrant Support Centre (HMSC) provides a weekly Monday triage drop-in service offering initial advice and signposting services on immigration, housing, welfare and health issues, followed by advice appointments (usually on Tuesday) with immigration advisers (from Islington Law Centre, and Coram Children’s Legal Centre) and housing/welfare advisers.

HMSC also works closely with organisations which support it with specialist outreach advice: for example, Lawstop Solicitors (housing and community care), Doctors of the World and Project 17. Links and referral routes have also been established with (amongst others) solicitors’ firms, accommodation providers, local food banks and soup kitchens, local children’s centres, CABx, the Refugee Council and Refugee Action. HMSC employs a Centre Manager, a Destitution Coordinator (3 days a week), a Caseworker for Families and Young People (4 days a week) and an Interim Office Manager, and has about 50 volunteers working with it in various roles. The team will soon grow by two new members of staff. HMSC is authorised to provide immigration advice and services at OISC level 3.

During the Covid-19 crisis HMSC has been working remotely and in a limited capacity. We have been supporting our existing visitors (clients) and took on a limited number of new cases. We have also used the time to upgrade our IT systems and to prepare for implementation of a new case management system.

We are now working to scale up our services again and as part of that, we are recruiting for a newly created role of Development Coordinator.

The role would suit someone with excellent organisational and communication skills, and with some experience of fundraising, financial administration and volunteer management. The ideal candidate will want the challenge of working in a committed and friendly team, with the opportunity to develop their skills, introduce their ideas and gain a thorough understanding of HMSC and the wider sector. They will play a pivotal role in ensuring that HMSC increases and manages its resources effectively, and is able to assist hundreds of migrants approaching the service every year.

**JOB DESCRIPTION – DEVELOPMENT COORDINATOR**

**PURPOSE OF THE POST**

The Development Coordinator has direct responsibility for the day-to-day development work in the areas of: grant fundraising, community fundraising, volunteer recruitment, administration of the office and financial records.

1. **Fundraising and monitoring**

The post holder will be **responsible** for:

* 1. Developing, drafting and presenting persuasive proposals (including budgets) to submit to Trusts and Foundations;
	2. Ensuring that accurate records are maintained regarding funding applications;
	3. Identifying/researching new sources of funding for HMSC (including, but not limited to, prospective grant making supporters) to ensure sustainability;
	4. Building and developing relationships with Trust and Foundation funders to maximise future giving;
	5. Organising meetings with and visits from Trust and Foundation funders and representing HMSC in those meetings;
	6. Developing fundraising in the local community and online, including:
1. coordination of one-off fundraising events and appeals,
2. maintaining good communications with current donors and working to increase donor income,
3. representing HMSC at externally organised local events, stalls, etc.,
4. identifying suitable externally organised sponsored events which HMSC can participate in,
5. responding to enquiries and offers of support,
6. promoting HMSC among Haringey and London-wide businesses and organisations,
7. coordination of any fundraising activities by HMSC volunteers;
	1. Maintenance of online giving platforms, including maintaining and developing a database of supporters;
	2. Regularly reporting on fundraising progress to the Centre Manager;
	3. Preparation of monitoring reports for small to medium funders;
	4. Extracting reports from the database and preparation of statistics;
	5. Ensuring all fundraising activity is in keeping with HMSC’s values and with fundraising regulations and IOF Fundraising Code.

The post holder will **contribute** to:

* 1. Developing and implementing of the Fundraising Strategy (with Centre Manager);
	2. Preparation of monitoring reports for major funders (with Centre Manager);
	3. The evaluation of the work of HMSC including:
1. collecting data regarding the numbers and needs of visitors and activities of the drop-in and triage;
2. developing data management tools to ensure improved record keeping, case monitoring and evaluation of HMSC’s work;
3. analysing data to identify issues affecting HMSC visitors and feeding into grant applications, annual reports, development work as well as campaigns and policy and strategic work.
4. **Outreach, networking, and publicity**

The post holder will be **responsible** for:

* 1. Developing and maintaining of the HMSC website;
	2. Taking the lead on the development of HMSC social media platforms.

The post holder will **contribute** to:

* 1. Organisation of HMSC events, stalls and meetings;
	2. Content of HMSC social media;
	3. Production of fundraising and promotional material using relevant information, statistics and case studies from HMSC’s service.
1. **Volunteer Coordination**

The post holder will be **responsible** for:

* 1. Recruitment of new volunteers (incl interns), including developing new channels and sources of volunteers (e.g. universities, local groups) to ensure that there is a large enough pool of volunteers supporting HMSC to run an effective and efficient service;
	2. Arranging of induction of new volunteers, including ensuring that volunteers have understood HMSC policies, practices and systems;
	3. Organising of appropriate in-house and external training for volunteers;
	4. Organising DBS checks for volunteers where required;
	5. Maintaining volunteer information and gathering monitoring data on volunteer involvement in HMSC;
	6. Recruitment, supervision and support of volunteers assisting with specific responsibilities falling outside of triage and casework, e.g. evaluation and monitoring work, fundraising, administration, events or publicity/communications;
	7. Conducting exit interviews and providing references to volunteers;
	8. Developing and maintaining up to date handbooks for volunteers.

The post holder will **contribute** to:

* 1. Maintaining a rota of volunteers (with Casework Coordinator);
	2. Supervision of volunteers and dealing with complaints from and about volunteers;
	3. Development of HMSC Volunteer policies.
1. **Finance**

The post holder will be **responsible** for:

* 1. Administering and recording of petty cash (including: paying volunteers expenses, drop-in and kitchen expenses, hardship payments to visitors, postage, etc.);
	2. Keeping the petty cash pot and cash card(s) replenished;
	3. Distributing larger hardship grants and carrying out all the associated admin (incl supervision of a volunteer);
	4. Processing invoices for payment, ensuring that all expenditure invoices are appropriately authorised, properly recorded and paid within agreed timescales;
	5. Filing and recording all remittance advices/sales receipts;
	6. Ensuring that all source documents are filed efficiently and that the bookkeeper has access to them; responding to any queries;
	7. Setting up payments to suppliers, grant recipients, staff expenses, etc. on internet banking;
	8. Chasing outstanding payments;
	9. Administration of Gift Aid documentation completed by individual donors and processing claim forms with HMRC;
	10. Administration of online and offline donations to the charity, to include: updating supporter records, thanking supporters, managing mailing lists, etc.;
	11. Assisting staff with ad hoc financial information as may be required;
	12. Assisting the line manager with ad hoc reports as may be required;
	13. Ensuring that income and expenditure issues are escalated to the Centre Manager.

The post holder will **contribute** to:

* 1. Preparation of budget and annual accounts;
	2. Preparation of regular income and expenditure reports for the Board, funding reports, etc.
1. **Facilities and Office Management:**

The post holder will be **responsible** for:

* 1. Day to day management of the premises: utilities, insurance, signage, purchase of cleaning materials, stationery, equipment, etc.;
	2. Liaising with food and other providers for the drop-in;
	3. Putting in place processes to make sure the building is clean, locked and secure at the end of each day, and opened up in the morning;
	4. Liaising with the cleaner and any contractors working on site on behalf of the landlord;
	5. Liaising with the landlord about day-to-day maintenance issues;
	6. Ensuring that the office runs smoothly, including keeping supplies in stock;
	7. Overseeing the work of an IT professional to maintain effective administrative and IT systems;
	8. Organising health and safety training including first aid, fire drills, evacuation and shutdown.

The post holder will **contribute** to:

* 1. Recruitment of any future contractors;
	2. Working with the Data Protection Officer to ensure data protection (GDPR) policy implemented;
	3. Working with all staff to ensure understanding and participation in the day to day management of health and safety, and risk.
1. **Administration**

The post holder will be **responsible** for:

* 1. Maintaining good administrative systems for the Centre;
	2. Responding to correspondence and telephone enquiries;
	3. Ensuring that post is being collected and distributed, and sent in a timely manner;
	4. Briefing and training volunteers in the implementation of administrative systems, as required;
	5. Monitoring input and providing basic reports relevant to the post;
	6. Performing other clerical and administration duties commensurate with the post.

The post holder will **contribute** to:

* 1. Preparation of the annual report;
	2. Developing of HMSC procedures & working practices.
1. **Risk management and escalation**

The post holder will be **responsible** for:

* 1. Ensuring that procedures, policies and guidance are followed to ensure a safe, effective and efficient environment;
	2. Ensuring that risks and health and safety issues are rapidly identified, managed and escalated as appropriate.

The post holder will **contribute** to:

* 1. Ensuring that safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

**OVERARCHING RESPONSIBILITIES**

1. Give effect to HMSC’s fundamental aim of providing a safe and caring environment for its visitors
2. Express in practice the values and ethos of HMSC in the way people are treated
3. Enable and encourage visitors (clients) to take advantage of the opportunities and services provided by and at HMSC
4. Enforce and implement sensitively HMSC’s policies and procedures, especially in relation to behaviour in the Centre
5. Work collaboratively with other HMSC staff, sessional workers, advisers, and volunteers
6. Work within and support the overall policies and procedures of HMSC
7. Be aware of opportunities for growth
8. Liaise with the Board of Trustees and to ensure it is informed of HMSC’s activities
9. Provide contingency cover for colleagues in periods of absence as requested by line manager
10. Follow procedures, polices and good practice in respect of budget and finances
11. Be proactive in supporting own professional development

**PERSON SPECIFICATION**

Position: **Development Coordinator**

Item marked **E** are essential and **D** are desirable

|  |  |
| --- | --- |
| **Education/ Training** | **E -** Educated to at least A level (or equivalent), preferably degree level or equivalent qualification, or appropriate experience |
| **Experience** | **D -** Experience of working with people from a wide variety of backgrounds/cultures and whose first language is not English**D -** Experience of working or volunteering in a charity focused on the needs of refugees and migrants, particularly those who are multiply disadvantaged and/or live in destitution**E -** Experience of recruiting and working with volunteers**D -** Experience of providing support, supervision and training to volunteers **D -** Experience of preparing budgets and financial reports**E -** Experience of raising funds from both restricted and unrestricted sources**D -** Experience of building strong and effective relationships with existing or potential donors, supporters and other stakeholders**D -** Experience of coordinating projects and events**D -** Experience of maintaining effective working relationships with a wide range of agencies**E -** Experience of working with databases, and of recording and reporting of outcomes **D -** Experience of monitoring and evaluation of advice work |
| **Knowledge/ Technical Skills** | **E -** Understanding of the voluntary sector and of the issues facing small voluntary organisations **D -** Understanding of the issues affecting refugees and migrants **D -** Experience of accounting packages (Quickbooks or similar)**E -** Ability to keep accurate records of activities**E -** Ability to write persuasively and succinctly**E -** Excellent IT skills, including confidence to use databases, communications packages, social media platforms and fundraising platforms**E** - Working understanding of GDPR and other relevant legislation**D** - Experience and understanding of working to Quality Assurance Standards**D** - Knowledge of other refugee, migrant, homelessness and appropriate relevant organisations  |
| **Personal skills** | **E -** Highly effective communication and interpersonal skills, including communicating with those whose first language is not English**E -** Understanding of and ability to deal with refugees’ and migrants’ issues with cultural sensitivity and awareness**E -** Proven ability to work flexibly in a team, in a stressful and pressurised environment, in a small and busy office**E** - Ability to work independently and on own initiative, taking responsibility for delivering and reporting on set targets; ability to prioritise and work to deadlines**E -** Ability to encourage and motivate others**E -** Ability to think creatively in terms of identifying useful sources of funding**E** - Ability to adopt proactive and holistic responses to address complex issues; excellent problem-solving skills**E -** The ability and commitment to maintain confidentiality of visitors’/volunteers’ information and to remain responsive to their needs **E -** Ability to work in a diplomatic, efficient and professional manner both verbally and in writing, ensuring accuracy of information given and received**E -** A high standard of written and spoken English**E -** Accuracy and attention to detail**E -** Demonstrable commitment to the principles of equal opportunities**E** - Excellent administrative, time management and organisational skills **E** - A positive, approachable, can-do attitude**E** - Ability to develop contacts in organisations **D -** Ability to speak language(s) relevant to HMSC visitor group |
| **Special Circumstances** | **E -** Commitment to ongoing training and involvement in the work of HMSC**E -** Commitment to keeping abreast of developments in the charity and funding sectors**E -** Availability, on rare occasions, to work outside of normal office hours (evening meetings) |

**Equal opportunities monitoring form**

In the interests of monitoring our recruitment procedures we would be grateful if you could complete this form. We will separate this document from the application form and it will not take part in any selection process.

**Please tick as appropriate**

Male [ ]  Female [ ]  Other [ ]

**What is your ethnic group?**

**A White**

[ ] English / Welsh / Scottish / Northern Irish / British

[ ] Irish

[ ] Gypsy or Irish Traveller

[ ] Any other White background, please write in …………………………………..

**B Mixed/multiple ethnic groups**

[ ] White and Black Caribbean

 [ ] White and Black African

 [ ] White and Asian

 [ ] Any other Mixed background/multiple ethnic background, please write in………………………

**C Asian or Asian British**

 [ ] Indian

 [ ] Pakistani

 [ ] Bangladeshi

 [ ] Chinese

 [ ] Any other Asian background, please write in ……………………………………………..

**D Black or Black British**

[ ] Caribbean

 [ ] African

 [ ] Any other Black background, please write in …………………………………

**E Other ethnic group**

[ ] Arab

 [ ] Any other ethnic group, please write in …………………………………………

**Do you have a disability as defined under the Disability Discrimination Act (**defined asa physical or mental impairment which has a substantial and long-term adverse effect on [your] ability to carry out normal day-to-day activities)**?**

Yes [ ]

No [ ]

 **What age group do you belong to?**

Under 25 [ ]

26 – 35 [ ]

36 – 50 [ ]

51 and over [ ]

**Thank you for providing this information to assist us with our recruitment monitoring**