

**Caring at Christmas Coordinator**

Community problems can be tackled with community solutions and we believe in creating real impact.

Caring in Bristol’s mission is to empower the city to solve homelessness. We fill gaps in Bristol’s provision for people experiencing or at risk of experiencing homelessness by creating innovative projects powered by the community.

From prevention to emergency support, our projects range from shelters and day provision, to producing free-citywide resources that empower our city to act, to investing in youth support helping influence change from the very start.

We are small yet highly ambitious and have significantly expanded our reach over the last two years to fund the work we’re passionate about in our city.

**The role**

As the Caring at Christmas Coordinator, you will be a key member of the team responsible for the design and delivery of our flagship project. As Coordinator, you will lead on many of the operational aspects of Caring at Christmas 2019 and will have experience of running events. You will also be involved in the visioning and planning for Christmas 2020 and beyond as we build on the success of Caring at Christmas 2018 and continue to develop this service.

Working closely with the Project Lead, you will lead on volunteer recruitment and management, coordination of services, logistics, transport and administrative functions. You will combine strong organisational skills with creativity and the ability to make things happen. An excellent communicator, you will be the first point of contact for Caring at Christmas; maintaining professionalism and good humour whilst working in a high-pressured environment.

This is a full-time, temporary post for 7 months from July 2019 to January 2020. We offer great flexibility around working arrangements; however, you will be expected to work additional hours over the Christmas period including Christmas Day, Boxing Day and New Year’s Day.

**Who we are**

Caring in Bristol is an unusual charity, grown from the ground up thirty years ago as an annual Christmas Shelter – Caring at Christmas. While that project remains very close to our hearts, we’ve used the last few years to make big changes to the charity, taken on a new staff team, and evolved a significant programme of additional services and projects with a focus to both prevent homelessness and support those experiencing it all year round.

We have a special place in Bristol, firmly rooted, and yet independent. Caring at Christmas is an amazing community response to the problem of homelessness at a particularly difficult time of year; mobilising hundreds of volunteers and supporters and working with partners from all over the city. The project is funded entirely by donations from the public and small grants.

The core of what Caring at Christmas is has not changed since its inception, but we made some bold changes to how the project operates in 2018 with real benefits for the people we work with. We continue to build on the success of those changes in our vision for this project in the future. Using non-institutional spaces, linking with other services to help people beyond the project, and bringing together the considerable talent and resources in Bristol are key to this vision.

**Our values**

We believe in working collaboratively and transparently, taking risks, informing and educating, standing up for the people and causes we believe in and putting prevention first.

**What we’re looking for**

**An innovative “doer”** – you will be organized and conscientious with excellent attention to detail, yet also creative and innovative. You will make things happen and use your own initiative, enjoy problem solving and be highly adaptable. You will thrive in a challenging environment.

**A volunteer coordinator** – managing small teams of volunteers and leading on overall volunteer recruitment. You believe in the power of local communities to solve local problems and are passionate about developing our volunteers. A team leader, you are able to delegate and ensure work is completed to a high standard.

**A people person** – we expect you to have excellent collaborative people skills and to be a quick learner. As the first point of contact for the project, you can quickly build rapport with people, and remain personable, professional and calm under pressure.

**A diverse organisation** – we strive to represent the community where we work and the people we work with; we encourage applications from Black, Asian and ethnic minority candidates, candidates from all gender identities and sexual orientations, candidates with disabilities, and candidates with lived experience.

**What you’ll be doing**

**Coordinating volunteers**

* Lead on the recruitment, sign-up and training for all Caring at Christmas volunteers, including managing the volunteer database.
* Manage teams of office, logistics and corporate volunteers in the run-up to Christmas.
* Lead on communication with volunteers.

**Operations and logistics**

* Lead on the logistics planning and delivery including collection and storage of donations, project set-up and close-down, transport etc.
* Work with the Project Lead on developing project documentation e.g. operations plan, briefing notes etc.

**Communications and generating income**

* Act as the first point of contact for the project, managing the Christmas inbox, answering the phone and dealing with people visiting the office; responding to queries from volunteers, other staff, partners, supporters and the general public.
* Work closely with the Communications and Campaigns Coordinator to ensure consistent comms across the project and assist with meeting our fundraising target.
* Contribute to grant applications for Caring at Christmas as required.

**Oversee administrative functions**

* Lead on various office tasks including managing cash donations, creating project resources e.g. shift folders, name badges, signs etc.

**Involve our beneficiaries**

* Work with the Project Lead to ensure our approach is informed and influenced by a first-hand understanding of the issues we work with.

**Essential must-haves**

* Experience of working with volunteers, managing teams and developing their skills;
* Exceptional organisational skills with a proven record of planning and delivering successful events;
* Demonstrably excellent communication skills in all forms;
* Experience of working in partnership with other groups and organisations in innovative ways to achieve social impact;
* Strong administrative skills including experience of databases and various office functions – attention to detail is key;
* A passion for social justice and to change Bristol for the better.

**Desirable experience**

* Experience of writing successful bids and grants;
* Experience of working with vulnerable people.

**Job specifics**

* Location: split between The Night Shelter in St Paul’s, and our new office at 1 Temple Way
* Salary range: £22,300 - £24,424
* Working hours: full time 37.5 hours per week
* Start date: 1st July 2019
* End date: 31st January 2020
* Leave: 33 days pro rata (inclusive of bank holidays)
* Responsible to: Finance and Change Lead

**How to apply**

You can find the job pack on our website <https://caringinbristol.co.uk/careers/> which includes:

* Caring at Christmas Coordinator Role
* Application form
* Monitoring form
* Caring at Christmas 2018 Impact Report

Please send your completed application form to [info@caringinbristol.org.uk](mailto:info@caringinbristol.org.uk) before the deadline of **Tuesday 21st May at 5pm**.

Interviews will take place on **Tuesday 28th May**.

If you have any questions or would like to have an informal chat about the role, you can contact the Finance and Change Lead, Kat Caldwell on the above email, or 0117 924 4444 (Monday-Thursday).