



## **PORTSMOUTH DIOCESAN COUNCIL FOR SOCIAL RESPONSIBILITY**

Good Neighbours Network (GNN)  
Project facilitator with CRM experience  
Two year funded project - Part-time 0.5  
£14,000 (FTE = £28,000pa )

### INTRODUCTION TO WHO WE ARE

The Good Neighbours Network is a Hampshire wide, valuable network of 120+ independent local volunteer groups, each responsible for undertaking neighbourly non-medical tasks within their communities.

GNN has been delivering acts of kindness for over 45 years and is underpinned and supported by a small professional team who offer guidance, safeguarding advice, free insurance and DBS checks and administer a website alongside providing a bank of resources and training opportunities to the groups within the Network.

Our approach is focussed on offering a supportive, light-touch to the groups and their volunteers, we are therefore not usually client facing. We facilitate events and meetings across the Network and look to promote peer-to-peer connections.

GNN is an important component of The Council for Social Responsibility (CSR), an independent social action charity connected to the Diocese of Portsmouth. CSR currently funds and supports GNN and the Portsmouth Diocesan Board of Finance will act as the employer.

### THE HOME AND WELL, POSITIVE ENERGY PROJECT

This is a two year programme in partnership with the Citizen Advice Bureau and funded by SGN with an aim to connect with a wide range of people initially through the Good Neighbours Network groups to advise and support them through a campaign around energy awareness with a focus on saving money and safety.

We are looking for someone who has experience with data management and is a great communicator, by this we mean used to talking to a wide range of people in an informative and sympathetic manner and confident to give presentations and basic training. You will also need solid IT skills, to be organised yet flexible, a self-starter, capable of working on your own and to have an understanding around the work, role and issues faced by volunteers.

There will be administrative tasks required for the role:

- collect and analyse data collection for the project
- contribute project content for the GNN website social media accounts (facebook and Instagram)
- organisation of touch-points and events

- to ensure policies, procedures and training are in place and updated as required
- monitoring the GNN info email and responding proactively to project calls and enquiries
- to support as appropriate the administration of any DBS applications required for the project.
- regular report updates.

We offer flexible working, the working day is usually 8 hours and the role is contracted for 24 hours (three days) a week and while you will be required to attend the main office at Peninsular House, Portsmouth usually on a Tuesday, we are open to a flexible working pattern across a range of days.

There will be occasional weekend and evening work.

As a significant part of the role is about engaging with groups in the Network, you will be required to attend regular meetings across a wide, often rural geographical area so must have access to a vehicle (we cover millage costs for meetings).

We are all about PEOPLE HELPING PEOPLE and this is a project set up to do just that, you will be respected, listened too, supported and trained and join a small dedicated team..

### **Job Description**

1) Job Title

Good Neighbours Network, Project facilitator for HOME AND WELL a POSITIVE ENERGY project.

2) Key Work Area(s)

One day a week based in Portsmouth Diocesan office, (Peninsular House).

3) Primary Purpose

To develop awareness and advice around good energy usage amongst good neighbour volunteers and the wider community, supporting the groups with energy training awareness, advice and signposting.

Assist with queries coming into GNN and co-administer the IT support infrastructure, (website, e-learning, CRM system, social media) relating to the project.

4) Secondary Purposes

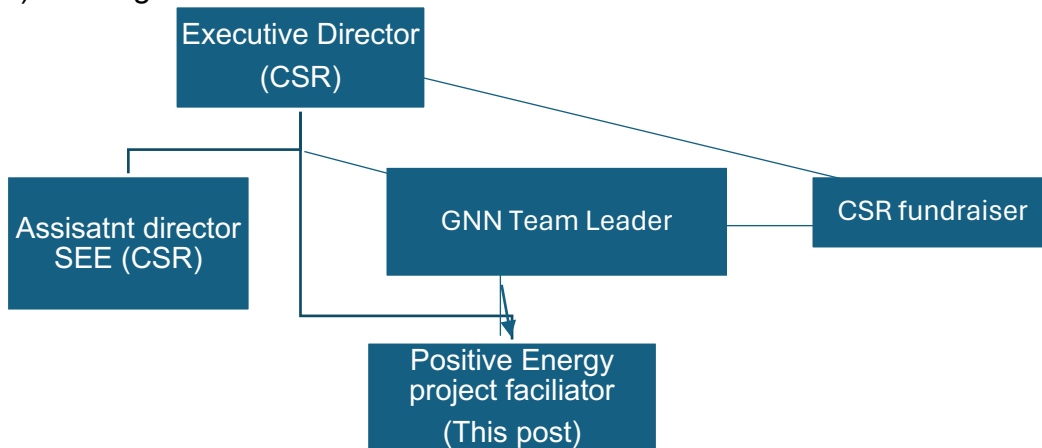
To be responsible for the data management and CRM system for the project to include regular reporting and analysis.

To support meetings, events, training, and activities across GNN, to include an Annual Event with a focus on Positive Energy.

5) Accountability  
Accountable to the GNN Team Leader

6) Authority  
Accountable for their area of work and interfacing with other GN / CSR staff

7) Organisation



8) Principal Tasks

Co-ordination:

- To liaise with other staff in delivery of a seamless service across Hampshire
- To be a friendly point of contact for GN groups with queries and those making a referral

Resources:

- To update the CRM system and other digital platforms as required.
- To administer the Positive Energy Project to include organising training, events and resource cafés across Hampshire and on virtual platforms as appropriate.
- To organise and support the development and delivery of energy training and resources to groups in the network, particularly through Resource Cafés both in-person and online
- To contribute to the GNN social media profile in an engaging and professional manner.
- To assist with development and delivery of Positive Energy Project resources
- To coordinate the organisation and delivery of the GNN Annual event.

Safeguarding:

- To help to undertake administration relating to DBS checks for groups working with safeguarding advisers in Winchester and Portsmouth Dioceses on any safeguarding issues.
- To act proactively if/when a safeguarding issue (general or specific) is raised by a group/groups, making referrals to colleagues and expert advice when appropriate.

Staff:

- To liaise with and support where appropriate the work of other GNN staff

### PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF
<b>EXPERIENCE</b>			
- General experience in voluntary sector	✓		Application Form / Interview
- Management of volunteers		✓	
- Advice giving/training to voluntary sector organisations / volunteers	✓		
- Safeguarding administration and advice and digital systems		✓	
<b>SKILLS AND KNOWLEDGE</b>			
- Good communication skills, both written and oral.	✓		Application Form / Interview
- Ability to prioritise own work	✓		
- Organisational skills.	✓		

- Knowledge and experience of CRM Database, (we use Salesforce)	✓		
- Develop and Deliver face to face and online training	✓		
- Local authority networks		✓	
- Local voluntary networks		✓	
- Current issues in adult social care		✓	
- Current voluntary sector issues.		✓	
- Experience of updating websites		✓	
- Experience in creating professional content for social media		✓	
<b>QUALIFICATIONS</b>			
- Computer literate (Microsoft Word, Excel, Outlook, PowerPoint) Degree level or equivalent	✓		Application Form / Interview
<b>PERSONAL QUALITIES</b>			
- Articulate. diplomatic	✓		Interview
- Ability to work with volunteers and staff	✓		
- Ability to communicate clearly with outside professionals and clients	✓		
<b>PERSONAL QUALITIES</b>			
Ability and commitment to work flexibly and collaboratively with colleagues as part of a team.	✓		Interview
<b>TEAM WORK</b>			
- Intelligent.	✓		Interview

- Quick to grasp essentials.	✓		
- Numerate and literate.	✓		
- Attention to detail.	✓		
- Ability to work strategically	✓		
<b>GENERAL REASONING ABILITY</b>			
- Intelligent.	✓		Interview
- Quick to grasp essentials.	✓		
- Numerate and literate.	✓		
- Attention to detail.	✓		
- Ability to work strategically	✓		
<b>OTHER FACTORS</b>			
- Able to relate to individuals at all levels.	✓		Interview
- Persuasive			
- Resilient			
- Ability to work to deadlines.	✓		
- Ability to work variable hours if necessary.	✓		
- Sympathetic to the aims and objects of the Church of England.	✓		
<b>GENERAL REASONING ABILITY</b>			
- Able to relate to individuals at all levels.	✓		Interview
- Ability to work to deadlines.	✓		

Salary Package: £ 14,000 (FTE = £28,000pa pro rata for 50% contract)  
Hours of work: 20 hours per week  
Holiday: 12.5 days per year  
Pension Pension options available  
Place of work: Peninsular House, regular travel required across Hampshire

The Portsmouth Diocesan Board of Finance acts as agent for CSR in payment matters.

For additional information please see our websites:

<https://goodneighbours.org.uk>

<https://www.csrnet.org.uk>