



POST TITLE:	Helping Hands Project Coordinator
RESPONSIBLE TO:	Helping Hands Programme Manager
HOURS OF WORK:	35 hours
SALARY:	Band 3
LOCATION:	Based in Cheltenham but includes extensive travel around UK

Background

WellChild is the national charity for sick children. We fund programmes and services to care for and support children and young people who are living with serious illness or have complex care needs.

Purpose of the role

Helping Hands provides practical support to families by enlisting the support of teams of volunteers from companies across the UK to tackle one-off improvement projects in the homes of these children & young people. Projects include mostly garden makeovers but could also include bedroom makeovers and take 2 days to complete.

Reporting directly to the Helping Hands Programme Manager, the Project Coordinator is responsible for coordinating and delivering a proportion of these projects in their entirety, from application to completion as well as generally assisting & supporting the Helping Hands team as required.

Key areas of responsibility

- To work closely with the Helping Hands Programme and Development Manager to develop the programme as required.
- To plan, implement and coordinate a number of Helping Hands projects using teams of volunteers from companies.
- To assist the Helping Hands Programme Manager in developing and building relationships with companies, suppliers, voluntary groups etc. and maximise all partnership opportunities.
- To manage the relationship with beneficiary families whilst working on their project.
- To participate in Helping Hands Application Committee meetings.
- To input and maintain accurate and timely information on the Raiser's Edge contact management system.

Working with families

- Contribute to the development and implementation of processes for working with families, using best practice.
- Maximise PR and communications opportunities.

Managing and working on projects

- Contribute to the review of all processes, procedures and documentation to ensure that the Helping Hands programme is fit for purpose and complies with best practice and legislation.
- To manage each project from inception to completion to include:
- Undertaking site visits to document scope of work, undertake risk assessment and all other considerations
- Ensuring all relevant agreements with families, companies and volunteers are completed and up to date
- Organise & coordinate all practical arrangements for visits and projects including deliveries and obtaining relevant and appropriate permissions
- Sourcing donations of materials, tools, specific skills
- Liaising with families, companies and volunteers throughout the planning, project and post project phases
- Coordinating the project and working manually on site throughout
- Undertake evaluation during the post project phase and advise, take appropriate action where needed

Financial management and funding

- To prepare outline budget for direct costs relevant to each project.
- To produce any necessary financial information/reports as requested.

Networking, PR and communications

- To become familiar with other volunteering programmes and share best practice.
- To work closely with the WellChild Communications Team to raise awareness of the overall programme via articles/ editorial in national, local and specialist media.
- To attend networking events in order to reach families, attract volunteers and to raise awareness of WellChild as required.
- Support the Helping Hands Programme Manager working with the WellChild Communications Team to create promotional material, information packs and other relevant literature and web content.
- To maintain accurate information relating to contacts and information on volunteers and individual families/ beneficiaries using the Raiser's Edge contact management system.

General

- Attend and participate in internal and external meetings, training and development as required – this may sometimes involve travel away from the office and working outside of normal hours.
- Participate in WellChild projects teams as required.
- On occasion attend and participate in WellChild events – this usually involves travel away from the office and working outside normal hours.
- Take all opportunities to promote the work of the charity in order to continually build our network of supporters.
- Undertake other duties as may be requested by Helping Hands Programme Manager/SMT as WellChild's work develops and new needs emerge.
- Contribute to and support other areas of the organization, particularly during times of peak workload.

This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.

Person Specification

EXPERIENCE:	KNOWLEDGE AND SKILLS	GENERAL ATTRIBUTES:
<ul style="list-style-type: none"> ■ Professional/practical DIY skills including hard landscaping to tight timescales ■ Excellent project management/ project coordination skills ■ Strong organisational skills – can effectively prioritise and manage own workload to meet targets and tight deadlines ■ Able to demonstrate working with and leading a team ■ Creative – able to develop and implement new ideas ■ Experience of Raisers Edge (desirable) 	<ul style="list-style-type: none"> ■ Good IT Skills including Word, Excel, Outlook and Teams ■ Articulate and confident with effective relationship management skills – comfortable communicating with a variety of people in different situations ■ Excellent attention to detail ■ Able to demonstrate strong negotiating and influencing skills ■ Understanding of health and safety requirements and risk assessments (desirable) 	<ul style="list-style-type: none"> ■ Able to attend projects outside of 'normal working hours' ■ Ability to take direction and work to agreed objectives ■ Positive 'can do' approach, and able to deal with a wide variety of tasks during the working day ■ Valid UK driving license – able to drive a van ■ First aid qualification (desirable) ■ Empathetic and sensitive to a wide range of needs and experiences ■ Adaptable – able to think on your feet and adapt to different working environments ■ Committed and enthusiastic – able to inspire groups of volunteers and work alongside families ■ Sympathetic to the aims and values of WellChild ■ Upholds the charities values, beliefs and culture on keeping children safe and an ability to work in a way that promotes the safety and wellbeing of children and young people ■ Able to participate in events as required sometimes including weekends