

The ARTS CENTRE Hounslow

Job Description **Hounslow Wellbeing Network**

Job Title:

Service Delivery Coordinator (Four Days Per Week)

Main Purpose of Job:

We are looking for a professional Service Delivery Coordinator to curate, coordinate and deliver the entire Hounslow Wellbeing Network Programme.

Position reports to:

The Operations Manager & The Directors

Location:

The Arts Centre Hounslow (base)/Various locations around Hounslow Borough and trips outside of the borough where necessary

Salary:

£26,000 net per annum pro rata + NI & Pension

The Wellbeing Network:

Hounslow is a wonderful borough filled with unique and fantastic individuals. The Wellbeing Network aims to support and connect members with social activities, wellbeing services and create safe spaces for members to come and relax. The main aims of the network are to tackle social isolation, curate member led activities and champion community partnerships in the mental health and wellbeing sector.

Main Tasks of Job:

1. Ensure all programmes are carried on in an appropriate, cost-effective way
2. Improve programme delivery processes and best practices
3. Ensure that all materials, catering and any other requirements are in place for each session
4. Deliver the sessions in a safe and legal manner, ensuring that health and safety best practices are at the forefront of the delivery
5. Report any spending to the operations manager and work within the parameters of the budgets set
6. Supervising any assistant staff and volunteers

7. Helping to ensure volunteers feel supported, prepared and happy within their roles
8. Reporting attendances and volunteer numbers and appropriately collecting data to display this information when reporting
9. Find new ways to increase quality of member service
10. Ensure all members are treated with respect and dignity at all times
11. Help to support and motivate a small team within a time-sensitive and demanding environment, including problem resolution
12. Assist the operations manager in data collection for the updating of metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service
13. Partner with cross-functional teams to improve proprietary tools and systems
14. To comply with GDPR regulations
15. Work with Operations Manager to organise and support each activity, taking a leading role as and when required
16. To be a consistent and comforting presence for any member who requires support
17. To assist in the development of new relationships, partnerships and funding sources and to work with the Arts Centre team to complete and apply for additional funding for the network.
18. To be the main day-to-day point of contact for HWN members.
19. To set up multiple communication channels to ensure that wellbeing network members are up-to-date with activities and programmes no matter of tech poverty
20. To deliver any sessions as set out in the monthly schedule and if necessary; run any sessions where staff or freelance staff have become unavailable
21. To undertake any additional training that is required and to do so in a timely and professional manner
22. To liaise with wellbeing network members in order to ensure the voice of the entire network is reflective in the activities being presented.
23. To guide the network into the next chapter and to ensure that it will continue to grow and develop.
24. To take surveys at the beginning of programmes and the end of programmes to support the data collection requirements of funding agencies and development of the network.

Ideal Candidates will be:

- Positive/Enthusiastic
- Empathetic/Kind
- Creative
- Passionate
- Accuracy and Attention to detail
- Team player
- Confident
- Perform Under Pressure

Relevant Experience and Skills:

Applicants should have previous experience of working with communities and have successfully run community based programmes. Experience of working face to face with service users including adults with mental health needs is a bonus. Some experience in project management or a related field, showcasing an understanding of effective project planning and execution is desirable. A background in creative and performing arts would also add value to the profile.

Relevant Qualifications (Not mandatory but desirable)

Bachelor's degree in a related field such as Community Development, Social Work, Psychology, or a relevant area. Any additional certifications or experiences related to community engagement, psychology or well-being initiatives are highly desirable.

The Arts Centre, Hounslow is an equal opportunities organisation and applications are welcome from all sections of the community. If you have the required experience, feel you are a good fit with our vision and values and are committed to making a difference then we look forward to receiving your application.

To apply for the role, please **send your CV and a cover letter** to hello@wellbeinghounslow.co.uk

Applications close: 31st October, 2023 at 23:59