



**Team Coordinator:
Peer-to-Peer Support Service Team**

What you need to know about this role:

Job title: Team Coordinator (Peer Support)

Duration: 16 month contract (with possibility of extension depending on funding)

Location: Home-based or office-based (Vauxhall), with occasional travel across England

Working Hours: Flexible, 21-35 hours per week (pro rata if part-time)

Salary: £19,774 per annum outside of London; £23,000 in London (including London weighting).

About Kinship:

If you're passionate about purpose – real change for real people, then now is a good time to join us.

We are **Kinship**. We support grandparents, siblings, aunts, uncles, other family members and friends who step up to raise children when their parents can't.

You know these people. You might be one of them. They're the hidden army of amazing people who take on caring for children to stop them going into care. And more importantly give them love, family and permanence.

As a charity we offer kinship carers financial, legal, practical and emotional support from the moment they need it, for as long as they need it. We're here to listen.

What you need to know about this role:

Funded by the Department for Education, our national Peer Support Service is brand new. It will help to create a sustainable and life-changing legacy for kinship carers across England.

This is a game-changing service for kinship carers and builds on Kinship's 10 years' experience of developing peer support groups.

We're looking for a Team Coordinator to make sure we deliver an exceptional service for kinship carers.

You'll be providing administrative support and coordination across the team, ensuring clear and consistent communications with staff, as well as with kinship carers.

This is the perfect role for someone that has 1-2 years' administrative experience looking to broaden their skill set. We'd expect you to be super organised and be able to demonstrate the ability to prioritise a demanding workload.

What you'll be doing:

This is a varied role in a growing and dynamic charity, providing high quality administrative support and ensuring the Peer Support Service runs smoothly. You'll be the first point of contact for the organisation and will be responsible for handling and triaging all incoming calls and emails, as well as providing administrative support. You'll be someone who shows initiative and can work collaboratively and positively with colleagues, embracing the Kinship values.

What you'll be doing:

- Coordinating and completing administration tasks across the team
- Project managing our growing workshops programme (supporting facilitators, setting up Zoom, leading on admin and ensuring evaluations are completed)
- Monitoring email inboxes and responding to enquiries quickly and professionally
- Following and setting up processes and procedures to ensure the service is implemented effectively
- Organising events and co-ordinating online sessions and activities using Zoom for staff and for external stakeholders
- Supporting with promotion of the service to a range of internal and external audiences
- To support the organisation and management of meetings and events, including booking venues, managing invitations, preparing materials and taking minutes and following up on actions
- Scoping venues, managing bookings and overall management of training days, and annual events
- Ensuring kinship carers have a high-quality experience of our service by proof-reading documents and checking our systems
- Be an active user and champion of the Salesforce database, entering data accurately and generating reports to support the organisation's strategic priorities and ensuring data quality control
- Using software (like Notion) daily to ensure high quality data collection to support and evidence the service outcomes
- Assisting with the production of reports and presentations
- Collaborating with external organisations, such as our workshop trainers, to ensure good customer services with our professional partners
- Undertake research to support the delivery team
- Ensuring safeguarding policies and procedures for Kinship are followed

What you'll need to demonstrate:

Experience of:

- Working on a variety of projects simultaneously and achieving targets
- Maintaining accurate records and setting up meetings and events
- Effectively using databases, and working across multiple platforms to bring people together
- Organising meetings and events with clear communications
- Communicating with a variety of different audiences including staff, volunteers, customers and external organisations in a friendly and professional manner

Knowledge, skills and understanding:

- Excellent administrative and data management skills
- Effective communication skills - written and oral - with ability to and experience of writing for different audiences
- Exceptional customer service skills
- Strong interpersonal skills – a genuine team player able to relate to a wide range of people
- Exceptional attention to detail and organisational skills
- Ability to work on own initiative and manage own workload
- Confident use of Microsoft packages and willing to learn other systems, including updates to our website
- Excellent Zoom knowledge

General attributes:

- Excellent written and spoken English
- Positive and can-do attitude, flexible and ability to work in a fast-paced working environment
- Enthusiastic, willing to take on new challenges and opportunities
- Resilience when dealing with challenging and sensitive issues
- Willingness to travel across England and work flexibility (for example, for events)
- Commitment to the values, aims and objectives of Kinship
- Commitment to equal opportunities and diversity and respectful approach to working with people from a range of backgrounds
- Right to work in the UK

Your main relationships will be with:

- Regional Peer Support Managers
- Kinship carers and volunteer Support Group Leaders
- Associate Director (Peer Support)
- The Programmes Team
- Director of Service Design & Impact
- The Advice Team

How to apply:

In your cover statement, please ensure you include your answers to the following questions:

1. Why do you want to work for Kinship?
2. How does your experience match what we're looking for?
3. What are you most proud of in your career so far?
4. What's your 'why'? (What motivates you at work)

Please also include your **CV** and a completed **Equal Opportunities** questionnaire, which can be found on our website.

Applications to be submitted by **23:59** on **24 August**. Interviews will be scheduled as and when suitable candidates apply.

If you have questions about this role, please contact recruitment@kinship.org.uk
Interviews may be arranged as suitable candidates are identified, so early application is strongly advised.



What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



Our Values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



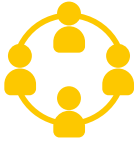
Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



What we can offer you:



Community:

- Employee resource groups (including Equality, Diversity and Inclusion Committee and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.



Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector. Kinship operates a blind recruitment process in-house and any identifying information will be removed from your application prior to shortlisting.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note: This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.