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**JOB DESCRIPTION**

**IDENTIFICATION OF POST**

Job title: Part Time Your Call Project Coordinator (Blackburn with Darwen)

Responsible to: Director of Nature and Wellbeing

Responsible for: Participants, Community Groups and Volunteers.

**BACKGROUND INFORMATION**

The Lancashire Wildlife Trust is the largest environment charity in the North West committed to the protection and promotion of wildlife. The Wildlife Trust has expertise in delivering exciting community projects across Lancashire.

**Your Call**

**Aim – To improve the cleanliness and safety of the borough of Blackburn with Darwen by encouraging community pride and action**

**Project Summary**

Blackburn with Darwen Borough Council provide a range of environmental services across the Borough. However there is recognition that the Council cannot and should not be expected to do everything – and that residents need to not only keep the Borough clean and safe but also to help change attitudes regarding the environment by actively getting involved in co-ordinated community clean up based activities.

In September 2011 the Council has run ‘Your Call’ and a part time officer has been employed by Lancashire Wildlife Trust to co-ordinate a programme of support for community led clean ups. The funding has since been reviewed and renewed annually.

The Project Co-ordinator is responsible for the street scene related aspects of Your Call, providing community groups with support, equipment and tools to carry out environmental (and for Winter Squad, safety) improvement work in their neighbourhoods.

The Officer is responsible for a co-ordinated service including evaluation. The work includes liaison with organizations at all levels to ensure that projects are run in partnership with others and sustainability of activity is paramount. The Officer will ensure community participation and developing innovative ways in which to involve local people.

This is a high profile position representing both LWT and Blackburn with Darwen Borough Council, ensuring politicians and Council Directors remain extremely happy with Your Call and will continue funding this service. There is opportunity to look at new ways of working, and innovative ways to bring in corporate involvement.

**PURPOSE OF POST**

To provide a co-ordination service for Blackburn with Darwen Council, all customers and stakeholders with regard the streetscene focused themes of the Your Call initiative.

**MAIN RESPONSIBILITIES**

1. To provide effective co-ordination by becoming the welcome point of contact for everyone who wants to take part in Your Call including follow up to phone and email messages and queries, and follow up to interest from groups who would like to organise clean up activities.
2. To lead and support community groups and organisations to implement the Your Call initiative by helping them to understand what is involved and how to run a successful scheme
3. To organise and on occasion deliver clean up events, including the co-ordination of materials and equipment, and ensuring rubbish is collected after the events.
4. To signpost groups to the relevant staff / organisations for continued support
5. To promote Your Call themes and activities and ensure groups do the same.
6. To represent both partner organisations, providing presentations as required and ensuring outcomes of Your Call are promoted at all levels and remains supported year on year.
7. To ensure all groups risk assess their activity and have a full understanding of the Health and Safety considerations required to undertaken their activity
8. To keep accurate records of equipment provided, activities undertaken, location of activities and number of participants.
9. To keep an accurate record of volunteers and groups involved including contact details, volunteer time and any specific needs required. Also keep accurate record of time spent and monitor project performance monthly, reporting to the Council.
10. To co-ordinate evaluation and feedback, reviewing activity and making recommendations for revised activity, or new opportunities.
11. To explore ways in which local businesses can be involved and links with LWT to promote corporate involvement and support going forwards.

**POST SPECIFICATION**

1. Develop links and work in partnership with Blackburn with Darwen Borough Council, Police, Fire and Rescue, Community Safety Partnership and other organizations to ensure effective delivery of events.
2. Updating and keeping accurate records eg loaned equipment, following procedures and practices utilizing community and other systems.
3. Responsible for Health and Safety advice and support, ensuring legislation and guidelines are adhered to.
4. Undertake site visits with representatives from groups / organisations, assessing the area, proposed tasks and tools required, motivating and inspiring groups to carry out a successful event and want to go on to organize more.
5. Liaise with user group, neighbourhood officers and other interest / community groups, dealing with problems as they arise effectively and autonomously.
6. Deliver customer care and client enquiries in line with Council’s Customer Care Policy
7. Plan and implement user survey and evaluation forms
8. Deal with requests for land ownership information
9. Ensure all activities are fully accessible and inclusive where practical and comply with Equal Opportunities Policy.
10. Work occasional weekends and evenings when the needs of the service demand
11. Produce monthly reports to inform Blackburn with Darwen Borough Council of progress, monitoring designated project files, work plans and timesheets and work with partners and funders to ensure compliance.
12. Build up a volunteer /assistants work force bank within the project.

In order for the organisation to work effectively, you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, as delegated by your line manager.

**PERSON SPECIFICATION**

**POST TITLE** Part Time Your Call Project Co-ordinator (Blackburn with Darwen)

**FUNCTION** To provide a co-ordination service for Blackburn with Darwen Council, all customers and stakeholders with regard the streetscene focused themes of the Your Call initiative.

This section details the experience, skills, knowledge and personal qualities required for the post.

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| **Experience** | **Essential** | **Desirable** |
| Minimum 2 years’ experience in project management and co-ordination | **√** |  |
| Experienced in partnership working, particularly with Local Authorities, and community involvement, working with a diverse range of audiences | **√** |  |
| Organising and planning events, especially health and safety considerations and risk assessment | **√** |  |
| Experience in recruiting and managing volunteers and local community group action, enabling groups to lead activities themselves | **√** |  |
| High level of IT competency and experience. |  | **√** |
| Directly dealing with members of the public |  | **√** |
| Report writing |  | **√** |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication and interpersonal skills | **√** |  |
| Ability to organize - setting, prioritising and achieving targets on time, flexible to adapt to changing needs | **√** |  |
| Excellent writing, presentational and promotional skills, including the use of social media |  | **√** |
| Project / activity development, exploring new and innovative ways to meet the aims of Your Call and the Wildlife Trust |  | **√** |
| **Personal qualities** | **Essential** | **Desirable** |
| Commitment to the work of the Trust and its volunteer work, and belief in community empowerment | **√** |  |
| High levels of enthusiasm, self-motivation and confidence | **√** |  |
| Ability to develop working relationships with a wide range of people, including politicians and people of influence. | **√** |  |
| Empathy with local communities and issues they may face, and ability to remain calm, use tact and diplomacy, and instigate resulting positive action |  | **√** |

### GENERAL TERMS AND CONDITIONS

**Salary:**  **£22,595.00 pro rata per annum**

**Duration of post:** This post is offered until March 2019 in the first instance. Continuity of this post is dependent on securing funding to support the post.

**Hours of Work:** Part Time. 15 hours per week. Flexibility offered but main work days will be Mondays and Fridays. Overtime is not paid but time off in lieu may be taken, where appropriate, as the post may involve some evening or weekend working.

**DBS:** Because this work involves regular contact with young people or vulnerable adults, an enhanced DBS check will be required.

**Place of work:** The role will be based at Blackburn with Darwen BC offices at Davyfield Road Depot, BB1 2LX on days agreed by Blackburn with Darwen BC. Travel throughout Blackburn with Darwen Borough and the LWT region will be required.

**Other:** A full driving licence and access to your own transport is essential for this position.