

# **Job Description**

**Role:** Peony Coordinator

**Reporting to:** Peony Manager

**Direct Reports:** None

**Budget Responsivity:** None

**Location:** St Pauls, Bristol

**Job Purpose:**

To provide administrative and practical support to the Peony team to enable them to perform their duties effectively and efficiently and provide a safe women-only space for vulnerable women to engage with meaningful and therapeutic activity and provide opportunities for women to meet their goals.

**Job Accountabilities:**

* To support in keeping Peony open and functioning as a welcoming, safe and drug and alcohol free environment for all service users, volunteers and staff.
* To support the Peony team by providing practical and administrative support to ensure smooth running of the programme.
* To coordinate meetings, events and groups for the team and the women.
* Develop, maintain and update internal systems for the team and One25 to enhance and underpin the work of the team.
* To ensure Peony records are accurately recorded on the database including attendance outcomes, visitors and incidents and respond to any data related queries.
* To assist obtaining service user feedback , using this feedback to shape services and involving service users in the development of the Peony and One25 services.
* Work in partnership with One25 teams and other agencies to ensure the best possible outcomes for Peony women and all One25’s service users including providing a programme of activities and external opportunities.
* To act as a key liaison for partner agencies as well as being a direct point of contact for the women themselves.
* To assist in the supply of resources for the programme.

**Measures for the Role:**

* Maintain accurate monitoring of the women’s activities and 1-1 meetings.
* Maintain accurate monitoring of the peer support volunteers activities.
* Maintain accurate monitoring of the volunteer’s activities and recruitment processes.
* Receiving, coordinating and responding to correspondence quickly, efficiently and appropriately.
* Promotion of Peony across Bristol.
* Efficient coordination of meetings, groups and events.
* Accuracy and timely provision of data for reports.
* New referrals are taken, recorded and responded to within 1 week.
* Team reporting appropriate support of their work.

**Any other responsibilities**:

* Any other duties the Manager considers appropriate.
* To work outside of office hours at manager’s request.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualifications or demonstrated experience of delivering high quality administrative support |  |
| **Knowledge** | Knowledge of other services supporting people with multiple and complex needs  Good understanding of boundaries and confidentiality | Knowledge of IT packages, e.g. ability to create info-graphics and social media platforms  Knowledge of safeguarding policies and procedures  Understanding of vicarious trauma and self-care and methods to reduce impact on self and team  Good understanding of data protection and GDPR |
| **Skills** | Able to communicate effectively with people at all levels in person and through written communications and reports  Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines  Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint  Strong numeracy skills  Able to take accurate and confidential minutes  Excellent organisation skills  Strong interpersonal skills. Able to challenge, negotiate, advocate and collaborate while dealing with complex issues in a sensitive manner  Financial competence and record keeping | Able to create rapport with service users  Able to build relationships with partner agencies, using evidence and practice to improve outcomes for women |
| **Experience** | Experience in an equivalent role  Experience of managing demanding tasks simultaneously and successfully, using project management skills to achieve deadlines and targets  Experience of setting up and maintaining effective office systems and ensuring confidentiality is maintained appropriately  Strong understanding of data protection and confidentiality, or commitment to attending training in this area  Experience of working or volunteering with families/individuals who have experienced complex needs | Experience and understanding of the tasks required to support a busy team |
| **Competencies/**  **Behaviours** | Incorporates values and strategic aims of an organisation into work and behaviour  Requirements for all One25 staff  Continually seeks to improve performance organisationally and personally  Ability to form and maintain good working relationships with colleagues  Works well under pressure and plans, organises and manages workload to meet objectives and deadlines  Ability to be an ambassador for One25 externally and across internal teams  A willingness to get the job done  Promotes effective team working and supports team work across immediate and wider One25 teams  To operate in line with One25’s core competencies and values:  Core values:   * Person-centred * Justice * Unconditional love * Non-judgemental   Core behavioural competencies:   * Working with Others * Communicating * Organisational awareness * Learning and growth * Planning and delivery of work * Motivational leadership   Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos | Understands the wider environment in which the team operates and how individuals roles contribute to One25’s strategic goals |
| **Other** | This post is open to women only  Willingness to attend a range of functions and events to promote One25 outside of working hours |  |

**Manager signature: Employee signature:**

**Date: Date:**

**Date last reviewed:**