**Community Engagement Coordinator**

**Responsible to:** Event & Product Manager

**Location:** Based in London, with flexible hybrid working option

**Duration:** 1 year fixed-term contract

**Hours:** Part time (28 hours – 0.8 FTE)

**Key Information:** This role is being funded by the Aziz Foundation – it is ringfenced for someone with lived experience of forced displacement, who can demonstrate knowledge of issues affecting Muslim communities and long-term commitment to community/ societal development.

**Background**

Refugee Action exists to work with refugees and people seeking asylum who’ve survived some of the world’s worst regimes. After fleeing unimaginable horrors, they can find themselves in a continued crisis in the UK, often homeless, living in poverty and unable to work. This is compounded by the racism that refugees face here in the UK. We see every day the power systems which inform the hostile environment, policies, and procedures that people seeking safety are subject to.

 We support people to live with dignity. Then we help them build safe, happy and productive lives in the UK. Our vision is that refugees and people seeking asylum will be welcome in the UK. They will get justice, live free of poverty and be able to successfully rebuild their lives.

 We are striving to become an anti-racist organisation where we recognise and highlight racism whenever and wherever we see it – including within ourselves and our organisation. We are working to change the structures that are rooted in colonialism and negatively impact on refugees here in the UK We are committed to increasing our understanding of colonisation, its impact on how we think and work, and how it is part of our fundraising.

Our vision for a welcoming UK has never been more important. Currently more than 100 million people are displaced worldwide, the biggest refugee crisis since World War Two. Add to this the most hostile Government we have ever faced, now’s the time to collaborate with and stand up for refugees.

 It's an exciting time to be part of Refugee Action as we embark on our new ambitious seven-year strategy. Our future focusses on gaining systemic change through our campaigns, our direct services, and our work to strengthen and connect other service delivery organisations.

 You can [read more about what we do here](https://www.refugee-action.org.uk/what-we-do/).

**Purpose of post and key relationships**

This is an exciting time to join our Fundraising and Campaigns teams as we launch a new strategy. This role will help steward and engage supporters encouraging them to take action in support of Refugee Action’s goals. We will be looking to bring in new campaigning products and events which will utilise the power and voice of our supporters to realise our campaigning goals and widen our reach across a variety of community groups and emerging social justice activists.

This role is specifically responsible for helping steward and engage our Community and Events audiences. You will support on the development and delivery of engaging and effective activist packs, a Refugee Action speakers’ group, and key flagship campaigning events working closely with the Community and Events and Campaigns team. As well as supporting the team where needed on the delivery of our campaigning and fundraising activities. You will fundamental in helping us to shift the narrative around people seeking safety in the UK to create a welcoming and anti-racist society.

**Key indicators of success**

Support Head of Campaigns and Community and Events team to:

* Identify potential community groups and activist leaders.
* Develop materials to engage community groups, activists, and fundraisers in Refugee Action’s work.
* Steward community groups, activists and fundraisers to build long term, loyal relationships within our support base.
* Activate activists by supporting them in informing their own groups and mobilising them.
* Organise campaign events in liaison with the campaigns team.
* Development and delivery of a brand-new Speakers Group.

**Main duties and responsibilities**

* Be the first point of contact for all Refugee Action fundraisers and community groups, providing an excellent supporter experience.
* Work with the Community Fundraising Manager to map out and build a pool of community groups to engage, activate and mobilise to spread our campaigns goals and messaging.
* Activate, mobilise and provide an excellent ongoing supporter experience to community groups and supporters who would like to campaign with us and fundraise for us.
* Support the Community Fundraising Manager and the campaigns team to develop and deliver our community activism plans and stewardship journeys, including sending activist packs, providing information, responding to regular emails, and thanking them for their actions.
* Support the Events & Product Manager with the development and delivery of new products and events to the programme.
* Be the main point of contact and logistical organiser of two flagship campaigns events launching our new work and ensuring engagement from wider social justice movements and community groups.
* Mystery shopping other charities and keeping up to date with sector trends.
* Help develop a Refugee Action Speakers Group and build new relationships to identify opportunities to deliver our campaign messaging and goals including in schools, universities, faith groups, unions and wider social justice movements.
* Keep track of fundraising and campaigning resources and stock levels and support in the development of new materials as and when needed.
* Support all day-to-day activity and be an active bridge between the campaigns team and the fundraising team’s community and events functions.

For the charity:

* Participate in regular team meetings and other Refugee Action staff meetings, planning and review sessions, conferences and working groups as required.
* To participate in discussions on Refugee Action’s strategy as and when required.
* To carry out other duties consistent with the nature of the post.
* To liaise with other teams in Refugee Action as appropriate.
* To attend regular team meetings, in person or remotely (for example, over Microsoft Teams, Zoom etc), in order to share information, monitor services and foster effective and supportive Team working.
* Participate in individual supervision, training and appraisal, as agreed with the Line Manager.
* Safeguard at all times confidentiality of information relating to staff and clients.
* To carry out all the above in accordance with the aims, values and policies of Refugee Action, in particular, confidentiality, impartiality and Equal Opportunities.

You will work closely with your line manager to ensure work meets the charity’s changing needs and priorities.

**Person Specification**

#### Experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be shortlisted on the following specifications:

* Commitment to positively contribute to Refugee Action’s work to become a truly anti racist organisation, and to shifting power.
* Passion and motivation to raise vital funds to support refugees and people seeking asylum in the UK.
* Experience of activism and community organising.
* Passion for and interest in delivering engaging and motivating activism plans.
* Effective time manager who can well to tight deadlines.
* Excellent organisational skills to help develop and deliver campaign events.
* Ability to collaborate and work supportively and effectively within a team.
* Excellent written and interpersonal communication skills.
* Able to work with a high level of attention to detail.
* Understanding of cultural diversity and the ability to work with people from a range of different cultures.

**Terms and conditions of employment**

This post is offered on a full-time fixed term basis for 9 months. The following conditions of service will apply:

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| Salary | £27,583 - £30,249 (Salary band 2, NJC points 17-22) FTE per annum (Plus £4,043 Inner London Weighting if based in London).  All new employees will normally start at the bottom of the band. |
| Location | London, with flexible hybrid working option. |
| Annual increments | Increments of one point per annum to the maximum of the band are paid on the 1 April. To qualify the post holder must be confirmed in post and employed since the first of the previous October. |
| Pension | Refugee Action will contribute 8% of gross basic salary plus £50 per month into a pension plan. |
| Holidays | 27 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 32 days per year, reached within 4 years of employments (pro rata for part-time posts). |
| Hours of Work | This role is part time: 28 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed. |
| Flexible Working | We are committed to considering all requests to work flexibly. |
| Probation | This post will have a probationary period of six months. |
| Notice | Two months’ notice of termination of employment on either side. |
| Disability | We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities. |
| Employee Assistance Programme (EAP) | All Refugee Action staff are subscribed to use a 24 hour confidential support line. Face to face counselling can also be arranged with the EAPs trained counsellors if appropriate. |
| DBS: | Employment in this post may be subject to a satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the Act. |