

JOB DESCRIPTION

Title	Hourbank Broker – responsible for Hourbank café development
Reporting to	Hourbank Manager
Hours	18 hours (2 ½ days) per week
Salary	£20,100 pro rata
Location	Peckham High Street and café venues

Purpose of the post

Through this role you will assist Pecan in our commitment to showing kindness, raising self-belief and inspiring hope for the future in the individuals we serve, by developing a local time bank in Southwark. To build community and value people for their skills rather than their problems. Using both the timebank and hourbank cafes models.

The post holder will focus on delivery and development of hourbank café's. They will provide support in the one to one exchanges between members and group activities.

The job will be based at the Pecan office on Peckham High Street supporting current HOurBank members. The cafes are delivered at locations across the borough, where you will be located when the café is operating.

Main Responsibilities

Assisting the project manager in:

- 1) Facilitating weekly community cafes
- 2) Brokering individual exchanges between members
- 3) Outreach and support
- 4) Engaging new members
- 5) Administration, Monitoring and evaluating the HOurBank
- 6) Publicising the HOurBank

1) Facilitating weekly community cafes

- 1.1. Liaising with host/venue
- 1.2. Ensuring set up and clear away is done (by members where possible)
- 1.3. Ensuring all attendees are made to feel welcome
- 1.4. Encouraging exchanges to be arranged during the café
- 1.5. With the manager, arranging guests to 'facilitate conversations' on various topics (not speeches or lectures)

- 1.6. Ensuring all attendees are kept safe and well in accordance to Health and Safety and Safeguarding policies
- 1.7. Prepare and serve food and drinks as needed in the cafe

2) Brokering individual exchanges between members

- 2.1. Recruit and induct new members
- 2.2. Ensuring members follow safeguarding policies
- 2.3. Encouraging members to participate and be active
- 2.4. Informing members of exchanges available
- 2.5. Helping members to arrange and record their exchanges
- 2.6. Checking the effectiveness of exchanges/feedback

3) Outreach and support

- 3.1. Visit organisations and attend community events to help promote time banking
- 3.2. Co-production - helping members to plan and run local stalls, events and groups.
- 3.3. Liaising with event organisers
- 3.4. Publicising events
- 3.5. Supporting members at events, ensure members are fully briefed
- 3.6. Ensuring members are in a healthy and safe environment

4) Engaging new members

- 4.1. Supporting the manager to develop and deliver new member recruitment campaigns
- 4.2. Responding appropriately to initial contact from members of the public
- 4.3. Enabling people to join online and in person through whatever support is necessary
- 4.4. Encouraging immediate engagement by arranging exchanges when members join

5) Administration Monitoring and evaluating the HOurBank

- 5.1. Maintaining the online database
- 5.2. Helping members to record their exchanges for monitoring
- 5.3. Collecting data for case studies from the exchanges that take place
- 5.4. Helping members complete evaluation forms at events

- 5.5. Helping the manager conduct the annual summer survey
- 5.6. Assist the manager to complete internal monitoring
- 5.7. Handling petty cash and keeping financial records up to date
- 5.8. Ensuring electronic, database and paper files are kept up to date
- 5.9. Providing general administrative support to the project manager

6) Publicising the HOurBank

- 6.1. Collating content for the monthly newsletter
- 6.2. Sending email copies and paper copies to those not online
- 6.3. Regularly updating content for HOurBank's page on Pecan's website
- 6.4. Communicating with local organisations and networks about HOurBank, plus attending local meetings
- 6.5. Encouraging and enabling members to do 'word of mouth' publicity
- 6.6. Updating social media

7) Wider Organisational Responsibilities

- 7.1. Attend Pecan team meetings as and when required, including meetings where there may be a time of prayer and reflection
- 7.2. Read the core policies and adhere to all policies and procedures
- 7.3. Carry out other duties as agreed by your line manager or the Chief Executive Officer
- 7.4. Undertake responsibilities associated with being a member of the management team at Pecan
- 7.5. Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner
- 7.6. In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance

Personal circumstances

1. The post holder will need to arrange their time to most appropriately support the smooth running of the project. Occasionally the post holder may need to work evenings or weekends depending on when special events have been organised. TOIL will be given for all extra hours worked.
2. This post may require an enhanced DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.



Person Specification

HOurBank Broker – responsible for café development

Part-time (18 hours/week)

£20,100 per annum

Knowledge, Skills and Experience

Essential

- Excellent interpersonal skills and the ability to adapt communication styles with different audiences from a diverse range of abilities and backgrounds
- Good sense of humour
- Good at making hot drinks and cake
- Ability to connect people together and facilitate members ideas
- Active and discerning listener
- Excellent administrative and organisational skills
- Good IT skills including knowledge of word processing, databases and social media
- Ability to work unsupervised and to be self-motivated

Desirable

- Food and Hygiene certificate
- Experience of working with disadvantaged groups
- A good record of time-keeping and attendance at any previous place of work
- Creative
- A flexible and can do approach

Personal Qualities

- Commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions
- Strong interpersonal skills and the understanding to deal with vulnerable people
- Flexible to work at different times and in different places, with the ability to organise work, take responsibility and work on own initiative
- Encouraging and resilient with a strong positive attitude
- Resourceful and imaginative, bringing creativity to the role
- Ability to review the effectiveness of your actions and learn from your mistakes

This post is subject to an Enhanced Criminal Records Bureau check