Job Description:

Outreach and activities assistant

Reports to: Community Activities and Centre Manager

Direct Reports: Salary: London Living Wage

Working Hours: 22 hours

Location: 28 Commercial Street, London E1

Contract: Permanent

Toynbee Hall is a community organisation that pioneers ways to reduce poverty and disadvantage. Based in the East End of London, we work alongside people who live here, to tackle unfairness and make this a place where everyone has an equal chance to thrive. We take an asset based approach to our work, and believe everyone has something valuable to offer in the fight for a fairer London. What we learn from our work in London we use to influence change across the UK.

We have recently moved back into our historic halls, and have opened a brand new community and advice centre next door. Toynbee Hall has always run community activities, and over the past decade has concentrated it’s efforts on working with older people who might otherwise be isolated. Now we are in our new building we are keen to engage with the wider local community so everyone of any age feels like this is a place for them. We believe our centre has the potential to be a vibrant and inclusive space where people can come together to be creative, build relationships, celebrate local culture and work together to make this area the kind of place where everyone can have a full and fulfilling life.

To help this happen we are looking for an Outreach and Activities Assistant. This role will welcome people into the community centre, keep registers at activities and run creative and engaging sessions for the local community both in the centre and in our outdoor space. This role will also do outreach locally to promote what we do to other groups to make sure more local people know about the centre and that they will be welcome there.

You’ll need to be a friendly, approachable person, who is confident enough to introduce yourself to new people and make them welcome. You’ll be happy running art/ creative activities in the centre and supporting people with a variety of needs to get involved in a way in which they feel comfortable.

In exchange you’ll get to work in an organisation that really cares about the difference it makes. You’ll be part of a diverse team of staff and volunteers that are attempting to offer holistic support to the people of East London in order to make this a fairer place to live. You’ll be managed in a supportive way, encouraged to take risks and be creative. This is a great place to work. Come join us!

Job Purpose:

The post holder runs activity sessions at our community centre – promotes the work we do locally and helps keep records of attendance.

**Responsibilities and Accountabilities:**

**Core Responsibilities:**

1. Offer creative and inclusive activities to people attending our centre
2. Increase the participation of local people in activities at the centre
3. Ensure activities are inspired by, designed with and where possible delivered by local people
4. Ensure everyone who comes to the centre is welcomed, and best efforts are made to meet their needs
5. Encourage a diverse usage of the centre by people of different ages, backgrounds and profiles.
6. Work towards the overall goal of lessening isolation and inequalities in East London
7. Support volunteers to undertake meaningful activities at the centre, and develop their skills and confidence.
8. Look after the appearance and safety of the centre. Ensuring that it is safe and looks welcoming at all times.
9. Work within Toynbee Hall’s Policies at all times, and actively promote Safeguarding in the centre.

**General:**

1. Engage with and, where appropriate/agreed, lead the relationships with key partners in the sector
2. Contribute to the overall development and implementation of Toynbee Hall’s strategy
3. Build good working relationships across the organisation
4. Attend and work at participation events/meetings which will include regular evenings and weekend hours
5. To represent Toynbee Hall to external audiences
6. To undertake any other appropriate responsibilities that may arise

**Safeguarding and Safety:**

1. Ensure risk assessments and emergency plans are in place and reviewed for all events and activities, including online activities
2. Ensure safe working practices
3. Ensure that safeguarding incidents and accidents/ incidents are reported appropriately

**Managing Yourself**

1. Work to an agreed annual work-plan meeting targets and milestones
2. Prioritise and manage your own workload
3. Take responsibility for your personal development and seek out opportunities for support and development

Key Knowledge and Skills:

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| --- | --- | --- |
|  | Essential | Desirable |
| Experience working in a community setting | x |  |
| Experience keeping registers, and records of activities | x |  |
| Experience creating a welcoming environment | x |  |
| Experience delivering workshops/ activity sessions | x |  |
| Experience promoting activities in a local area | x |  |
| Experience of building relationships with people in order to support their needs | x |  |
| Experience of organising and running events | x |  |
| Good appreciation of safeguarding, health and safety in the workplace, data protection principles and equal opportunities | x |  |
| Excellent interpersonal and oral communication skills | x |  |
| Ability to work under own initiative whilst liaising closely with managers and colleagues | x |  |
| Practical IT skills and knowledge of Microsoft Office | x |  |