

<b>Job Title:</b>	Business Support Coordinator
<b>Job Type:</b>	Casual Contract
<b>Working Hours:</b>	Up to 21 hrs per week
<b>Salary:</b>	£15ph
<b>Location:</b>	London
<b>Reports to:</b>	National Operations Manager
<b>Responsible for:</b>	Supporting the delivery and coordination of all aspects of StreetDoctors operational processes.

### Context

StreetDoctors is an award winning national charity which trains over 15,000 young people affected by violence each year in emergency first-aid through a team of 250 volunteers. We believe knowledge is power, so we empower young people at risk with the skills to become part of the solution to violence, rather than just being seen as 'part of the problem'.

This enables young people affected by violence to have the skills and knowledge to save lives, and increase their understanding of the medical and psychological consequences of violence. Our training is delivered by our movement of young healthcare volunteers (nurses, paramedics and doctors) who work in partnership with criminal justice services, schools, pupil referral units, youth, sports and community groups.

### Main Purpose of Role

As the StreetDoctors Operations Assistant, the role will support the following:

- **Relationship Management:** To create, develop and maintain partnerships with a range of organisations including, community organisations, criminal justice organisations, education providers and youth organisations as well as funders of these services.
- **Delivery & Business Support:** To support the development and implementation of the business processes and policies to increase StreetDoctors effectiveness and maximise efficiencies.
- **Volunteer Support:** To support our volunteers through their volunteering journey with the implementation of business processes, administrative systems and to ensure the quality standards are nationally consistent.

### Main Duties & Responsibilities

#### Relationship Management:

1. To provide high quality customer services to external partners and be an ambassador for StreetDoctors.
2. To ensure the insight from partners, volunteers and stakeholders, are gathered and utilised in the development of the StreetDoctors business processes and.
3. To be the central contact in ensuring the packages with partners are managed correctly, using the correct business processes, invoicing and tracking system.

#### Delivery and Business Support:

4. To support the organisation and logistics surrounding training sessions.
5. To support the implementation of the monitoring and evaluation process.
6. To ensure all StreetDoctors policies and procedures are implemented and followed.

7. To ensure the volunteer management system "Volunteero" is implemented and used for data collection and new processes.
8. To provide a central point of contact for StreetDoctors IT processes, resource and office management.

**Volunteer Support:**

9. To support the development of local community partnerships and volunteer teams.
10. To support and develop the volunteer journey, from the recruitment, onboarding, training and retention of volunteers, and ensure lived experiences are valued.
11. To support the development and implementation of the StreetDoctors volunteer advisory panel and ensure young people are heard, valued and recognised.

**Other Key Activities:**

12. To actively participate in staff meetings, training activities and events.
13. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values.
14. Support the administration of Trustee meetings.
15. Support the development of new national StreetDoctors projects and initiatives, including carrying out any other duties that may be required to meet the needs of the charity.

Person Specification Criteria	Essential/ Desirable
<b>Knowledge &amp; Skills</b> <ul style="list-style-type: none"> <li>An understanding of engaging with and training young people.</li> <li>An understanding of the causes of street violence affecting young people, and its solutions, as well as lived experience of its context.</li> <li>A good understanding/ knowledge of community engagement and young person led projects/ peer education.</li> <li>Good organisational and communication skills, both written and oral.</li> <li>The implementation of Safeguarding procedures and safe systems of working for young people, volunteers, adults and staff.</li> <li>High quality administration skills and self management of work.</li> </ul>	Desirable  Essential  Desirable  Essential  Essential  Essential
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of working and engaging within a youth, community or training environment.</li> <li>Experience in relationship management.</li> <li>Proven ability in using innovation and creativity to create new solutions.</li> <li>Experience in project management and evaluation systems.</li> <li>Experience of working with young people, volunteers or staff in a variety of settings.</li> </ul>	Desirable  Essential  Essential  Desirable  Desirable
<b>Behaviours</b> <ul style="list-style-type: none"> <li>Ability to work on your own initiative and as part of a team.</li> <li>Ability to communicate diplomatically and articulately with a range of stakeholders.</li> </ul>	Essential  Essential

<ul style="list-style-type: none"> <li>• Leads by example in upholding values, inspiring, motivating &amp; supporting colleagues.</li> <li>• Builds strategic relationships and partnerships through collaboration &amp; co-production.</li> <li>• Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice.</li> <li>• A solutions focussed approach in problem solving.</li> <li>• Ensures inclusive practice and promotes diversity.</li> </ul>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>
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**Changes to the Role:**

*This is a description of the job as it is presently constituted. It is the practice of StreetDoctors to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.*