



Revolving Doors Agency
South Bank Technopark
90 London Road
London
SE1 6LN
020 7407 0747

02 July 2021

Dear Applicant,

Recruitment – Member Engagement Co-ordinator

Thank you for your interest in applying for the post of Member Engagement Co-ordinator at Revolving Doors.

Our aim is to enable people with lived experience of the criminal justice system and multiple disadvantage to influence decision makers at the highest level to create better systems and services. Our members have lived experience of repeat contact with the criminal justice system that is related to issues such as poor mental health, substance use or alcohol dependency and homelessness.

We believe in the power of lived experience to drive change.

To support this approach, we are looking for a skilled and experienced administrator with excellent relationship building skills to support our 40-60 members working across our functions contributing to policy and research. This is a key role in administering RDA's member involvement, with an operational responsibility for recruiting, reviewing and processing member applications and payments, supporting forum meetings and forming personable relationships with our members to aid their contribution in driving change.

You will be organised and efficient, with excellent attention to detail, able to quickly pick up new systems and procedures, and to prioritise and juggle competing priorities and requests. Although able to work with substantial independence and initiative, you will be a team player with excellent interpersonal skills, dealing proactively and confidently with a range of people, tasks and situations.

Over the past year we have moved our forum meetings online and they will remain online for the foreseeable future with some scope for occasional in person meetings when it is safe to do so.

This is an excellent opportunity for an enthusiastic and ambitious person to work as a key member of a small but fast-paced, delivery-oriented team.

Alongside this letter you will find:

- The job description and person specifications for the post
- Diversity and equal opportunities monitoring form.

To apply for the role please send in your CV and a short covering letter of no more than 2 sides of A4 setting out what you will bring to the role and how you will meet the requirements of the job description and person specification. Your CV should include the details of two referees.

If you wish to discuss the role, please contact Charissa James on 0207 407 0747.

Applications should be attached and sent by email to me at: admin@revolving-doors.org.uk. Please quote Member Engagement Co-ordinator in the subject line.

The deadline for receipt of applications is 12pm on Wednesday, 21st July. We will be holding first round interviews on 26th July and second round with our member panel on 28th July.

We actively encourage applications from people with lived experience of the criminal justice system.

Thank you again for your interest and I look forward to hearing from you.

Pavan Dhaliwal
Chief Executive



JOB DESCRIPTION

Job Title:	Member Engagement Co-ordinator
Accountable to:	Involvement Manager and Office Manager
Salary:	£25,000 p/a
Hours:	35 hours per week full time (flexible work pattern offered with core hours 10am-4pm)
Location:	Hybrid London based office/remote working

Job Objective:

The key objective of this post is:

- To provide administrative support to ensure seamless member engagement.

MAIN TASKS AND RESPONSIBILITIES

- Assist the Policy and Research Teams to:
 - Organise and co-ordinate member meetings, including agendas, papers and occasional note taking
 - Administer expenses and payments
 - Update our CRM system (Salesforce)

Member systems management

- Maintain and develop Revolving Doors Agency's CRM (Salesforce)
 - Support colleagues with engagement of Salesforce
 - Keep up to date and accurate records in line with current GDPR regulations
 - Manage member communications

Member experience management

- Support the recruitment of new lived experience members
- Induct members to the lived experience team
 - Process new member's information

- Seek references for lived experience members
- Work sensitively with members to guide & empower them through the service user involvement payment process
- Retention, engagement & development of current members
 - Build positive relationships with lived experience members
 - Audit of support contacts to ensure safeguarding
 - Share opportunities with relevant lived experience members
 - Be first point of contact for current lived experience members
- Coordinate member meetings online & in-person
 - Creating online meeting spaces, sharing joining information
 - Coordinating guest lists and attendance
 - Send invitations and reminder communications
 - For occasional in person meetings booking venues & transport and on-the-day admin

The postholder will also work to support the Office Manager with administrative tasks related to member involvement and team activities:

- Bi-weekly member payment process administration
- Expense coordination and month end reconciliation process
- Answering and directing incoming calls to the organisation's main telephone number
- Miscellaneous admin including but not limited to, mail merges, spreadsheet management
- Ad hoc administration activities that arise in support of the wider team
- Updating website



PERSON SPECIFICATION

Job title: Member Engagement Co-Ordinator

You will have:

- Empathy with the values and mission of RDA
- Experience of working with Salesforce
- Experience of developing and maintaining relationships with key stakeholders
- Excellent verbal and written communication and interpersonal skills
- good organisational skills, able to use your initiative, manage workload and to prioritise activities
- Ability to work alone and as part of a team
- Presentation and event/activity organisation skills
- Ability to keep accurate records, including use of databases
- Knowledge and user competency of standard Microsoft packages, such as Word, Excel, Outlook
- Knowledge of GDPR and safeguarding legislation
- Ability to work flexibly to meet reasonable member needs (including occasional weekends and evenings)
- Excellent group work and facilitation skills



Guidance for applicants

1. The application process is designed to ensure the recruitment panel has the appropriate information to assess each candidate fully and fairly.
2. We will email you within 7 days of the advertised closing date to inform you if you have been short-listed for interview. Response to advertisements for vacant posts has become extremely high so we regret, therefore, that it is not possible to acknowledge receipt of application forms or to feedback to all applicants. Feedback is available to anyone interviewed who requests it.
3. Decisions are made on the basis of the person specification for the post. In your covering letter you should attempt to give clear, concise information, which demonstrates your experience and skills in each area detailed in the person specification.
4. Your cooperation in completing the Equal Opportunities form would be appreciated, as the feedback we receive will assist us in monitoring and implementing our Equal Opportunities Policy. All information will be **strictly confidential**. The form will be detached from your application to ensure anonymity and will not be seen by the selection panel. Your application will not be affected if you choose not to complete part or all of this form.
5. We will take up references only of candidates interviewed. Please tell us if you wish us to check with you before we contact your referees. Both references should be work-related and include your current or most recent employer (or equivalent).
6. We will treat this application in the strictest confidence. Only members of the recruitment panel will see it. It will be kept securely and destroyed 6 months after the recruitment process has been completed unless we confirm with you a continuing interest in Revolving Doors and your wish for your details to be kept on file. For more information about the lawful basis for processing your personal data, how we use and store it, and your rights, please see our privacy statement: <http://www.revolving-doors.org.uk/privacy-statement>.
7. We welcome applications from people with prior convictions in accordance with our policy (available on request).
8. If you have difficulties in completing this application please contact us.
9. Candidates who consider that they have not been fairly treated should write to:
Chief Executive, Revolving Doors Agency at pavan.dhaliwal@revolving-doors.org.uk within 14 days of the closing date or 7 days after interview.



STATEMENT OF EQUAL OPPORTUNITIES

The **Revolving Doors Agency** recognises that people who are suffering from mental health problems, homelessness, or who are in trouble with the law may face prejudice and unfair discrimination. Like other people, they may also face discrimination on the basis of their age, race, gender, sexual orientation, disability, gender reassignment, marriage or civil partnership status, religion or belief, pregnancy or maternity or other characteristics.

We believe that it is an important part of our responsibilities to do all we can to identify and eliminate prejudice and unfair discrimination against people who we seek to serve.

The Revolving Doors Agency resolves that it will:

- Seek to understand and make explicit the ways in which prejudice affects its client group and its operations
 - Adopt and monitor working and recruitment practices that challenge and seek to eliminate such prejudice and conscious and unconscious bias.
 - Seek to persuade others with whom we work to act likewise.
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EQUAL OPPORTUNITIES MONITORING INFORMATION

This form is used to collect personal data, including sensitive data such as health, ethnicity, sexual orientation and religious beliefs. The feedback we receive from this form will assist us in monitoring and implementing our Equal Opportunities Policy.

All information will be **strictly confidential**. The form will be detached from your application to ensure anonymity and will not be seen by the selection panel. The form will be kept securely and destroyed 6 months after the closing date of the job that you are applying for.

Your application will not be affected if you choose not to complete part or all of this form.

If you give your consent, you have the right to request a copy of the information that we hold about you and to ask us to correct it. You can also withdraw your consent and ask us to delete the information that we hold about you at any time.

To ask for a copy of the information that we hold or to ask that we correct or delete it, please email or write to us at the following address:

admin@revolving-doors.org.uk

Revolving Doors Agency, Southbank Technopark, 90 London Road, London, SE1 6LN

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe there is a problem in the way we are handling your data. See <https://ico.org.uk/concerns/>.



Consent statement:

I give consent for Revolving Doors to collect data about me, including sensitive personal data, for the purpose of monitoring equal opportunities. I understand that I can withdraw this consent at any time.

Date on which consent was given:

How did you hear about this post?

- Revolving Doors website Revolving Doors Twitter Other Twitter
 Charity Job website
 Other (please specify):.....

Please indicate your gender:

- Female Male Other

In which year were you born?

What is your marital status?
partnered

- Married/Civil Partnered Not married/civil

Do you have any caring responsibilities?

- Yes No

Do you have a disability?

- Yes No

Have you gone through any part of a process (including thoughts or actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender-confirming surgery.)

- Yes No Prefer not to say

Which of the following options best describes how you think of yourself?

- Heterosexual/straight Gay or Lesbian Bisexual Other

What is your religion?

- No religion Christian Buddhist Hindu
 Jewish Muslim Sikh
 Any other religion (please describe):

What is your ethnic group? (tick one box only)

White



English/Welsh/Scottish/Northern Irish/British

Irish Traveller

Gypsy or Irish

Any other White background

Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other Mixed/Multiple background

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

Black or Black British

Caribbean

African

Any other Black background within D

Other ethnic groups

Arab

Any other ethnic group

