



## Job Description & Person Specification

**Organisation:** Babbasa Youth Empowerment Projects CIC

**Job Title:** Services Coordinator

**Hours:** 35 hours a week

**Salary:** £22050 p.a.

**Line managed by:** Senior Service Lead

**Start Date:** November/December 2023

**Employment term:** Permanent (subject to continuation of funding)

**Location:** Bristol-based at Babbasa Hub, Backfields House, Upper York Street, St Pauls, Bristol BS2 8QJ with hybrid working arrangements considered.

### About Babbasa

Babbasa is an award-winning, Bristol-based, social enterprise with a vision to create a world where all people are inspired and able to realise their employment and enterprise ambitions, irrespective of where they live, their nationality, ethnicity, gender, race, sexuality or faith. Babbasa realises its mission through its subsidiary enterprises including Babbasa's **Youth Empowerment Programmes** and **Recruitment & Inclusion Services (BRIS)** and its core values of Imagination, Determination and Kindness.

Babbasa supports low-income and ethnic minority young people to prepare for the workplace as well as support employers to recruit diverse talent, develop cultural competencies and create inclusive work environments for all to thrive. The direct support for young people includes soft skills training, mentoring, employment opportunities, and information and guidance support. The direct support for employers includes Recruitment, Inclusion Advisory Support, Cultural Competency Training, Research, Inclusion Needs Analysis and Onboarding Support. Over the next decade, Babbasa plans to grow its services to both young people and employers to respond to the pressing imperative to overcome the structural barriers to workforce inclusion and associated social inequalities in Bristol and beyond.

### Job Purpose

The Services Coordinator role is a varied role where no day is the same and you will have the opportunity to develop a wide range of skills. A day in your life could include supporting young people in a 1:1 setting, attending events at schools and colleges, delivering workshops, hosting events with employers, creating social media content, data management to even producing a radio show! The Services Coordinator plays a pivotal role in the services team, ensuring we can support as many young people as possible to pursue their aspirations, while securing the income generation we need to continue to grow.

### **Core Responsibilities**

- Build trusting relationships (based on the Babbasa manifesto) with young people to ensure we meet their progression outcomes and identify/address any health and safety, disability, equality, concerns or welfare issues.
- Participate in outreach activities to promote Babbasa's wider support offer and actively recruit and onboard young people to Babbasa.
- Design, deliver, and facilitate external events, workshops, and presentations to a variety of stakeholders meeting agreed expectations for content, quality, and timeframe.
- Coordinate young people's engagement in Babbasa's activities and promote youth voice in the organisation.
- Liaise with and support the services team on the delivery of key activities, events, and initiatives.
- Liaise with the Communications Team to produce young-person focused media content (e.g. TikTok style video content, young person case studies, radio shows, podcasts etc.)
- Manage impact data and produce summary reports of activities to clients and funders.
- Be prepared to work flexibly as the need arises, including evenings, weekends and other unsociable hours.

### **General Responsibilities**

- Ensure young peoples' comments, voices and suggestions are at the heart of service delivery and respond to their needs.
- Ensure internal administrative tasks and reports are completed in a timely and accurate manner as required by Babbasa and the activity funder.
- Deliver support, information, and guidance to young people using best practice, referring them to specialist help when required.
- To attend and take part in all core Babbasa meetings.

### **Person Specification**

#### **Skills and Abilities**

- Good organisation and time management skills, able to manage their own workload effectively, meet deadlines, monitor outcomes and achieve targets.
- Strong coordination skills - able to deliver activities, events, and initiatives that involve multiple stakeholders and beneficiaries to clear timelines that meet agreed outcomes.
- Ability to create youth-focused media and communications content in a variety of written, video, and picture formats.
- Strong verbal and presentation skills with the ability to communicate information in an engaging and concise manner.
- Able to establish and maintain positive working relationships with young people, demonstrating compassion and emotional resilience.
- Able to build strong collaborative relationships with a variety of internal and external stakeholders including: Equal Opportunity Ambassadors, young people, education bodies, community organisations, and corporate partners.

### Knowledge and Experience

- Experience of relationship building and management across different industry sectors and level of seniority.
- Experience or interest in creating communications materials e.g. videos, newsletters, case studies, social media posts etc.
- Experience coordinating external events.
- Knowledge of or interest in Equality and Inclusion.
- Experience of working with young people aged 15-30.
- Experience of working with or across agencies.
- An understanding of the principles and implementation of Equality and Inclusion, Child Protection and Safeguarding Policies.
- Experience of using a variety of information technology and the ability to maintain records on a database.
- A willingness to complete further relevant qualifications or training.

### Incentives/ Benefits

- Work in an inclusive environment working with a team which prides itself on ensuring staff feel seen, valued and heard
- Access to an Employee Assistance Programme with a range of support offers available including free counselling
- We aspire to nurture existing talent at Babbasa and recognise we all have something to bring to the workplace, we are a growing organisation and will work with you to find suitable progression and professional development opportunities.
- Work for one of the few organisations in the UK honoured with Queen's Award For Enterprise for Promoting Opportunity
- Be part of transforming the lives of low-income and ethnic minority young people in Bristol, helping to make Bristol a more inclusive city.
- Have access to flexi and hybrid working arrangements
- 31 days annual leave including public holidays

### Next Steps

If you are interested in working with us and would like to find out more about this role or have any questions, we'd love to hear from you.

### How to apply:

- Please send a CV and cover letter outlining your suitability for the role to [people@byep.org.uk](mailto:people@byep.org.uk) (*Note: all applications will be anonymised before being presented to a shortlisting panel*)
- Please complete our Equal Opportunities Monitoring Form [HERE](#)

The deadline to apply is midnight **Sunday 12th of May**

Shortlisting will be conducted on 13th of May, with in-person **interviews scheduled for 14th, 16th of May**

If you have any questions on the role please contact Louise Goux-Wirth, Senior Service Lead at [louise.goux-wirth@byep.org.uk](mailto:louise.goux-wirth@byep.org.uk). Further information about Babbasa can be found here: [www.babbasa.com](http://www.babbasa.com).