

Local Co-ordinator

Role Description



Experiment in
International
Living UK

Job Title:	Area Co-ordinator
Responsible to:	Programme Manager
Post:	Self-employed person sub-contracted on a fixed term contract
Hours:	Flexible working hours, including weekend and out of office hours
Remuneration:	From £10 to £15 per hour, dependent on experience and hours worked + schedule of fees
Annual Leave:	25 days per annum pro rata for time worked, plus bank holidays pro rata
Location:	Home based with visits to host families, the EIL UK offices in Malvern and other locations
Key contacts:	Participants, host families, voluntary and community organisations, Coordinators, Programme Managers, Finance Officer and other members of the Area Team..

Role and Responsibilities

1. Co-ordinate the Area Team
 - Lead and manage the Area Team of Local and Student Co-ordinators to deliver programmes to agreed standards.
 - Assist the Co-ordinators in resolving homestay issues with tact and diplomacy.
 - Support the development of Co-ordinators' skills and experience to improve the participant experience and support host families.
 - Share and promote good practice between host families and co-ordinators.
 - Organise the team rota to ensure 24/7 participant and host family support is provided to cover Co-ordinator holidays, out-of-office hours and weekends.
2. Ensure the participant experience exceeds expectations
 - Ensure participants enjoy their experience of intercultural learning in the UK, their homestay and their community volunteering so that their overall experience exceeds their expectations.
 - Work with the Programme Managers and Area Team of Student and Local Co-ordinators to implement programme plans to agreed standards and desired outcomes for cultural groups, volunteers and individuals.
 - Liaise with host families and community organisations to arrange placements from 1 day visits to long term stays.
 - Assess applicant host families and accommodation to ensure the homestay meets agreed standards.
3. Meeting, greeting and farewells
 - Support host families to ensure participants receive a warm welcome
 - Contribute to the design and organise and take part in participant orientation and briefing sessions.
 - Organise arrival locations and orientations.
 - Facilitate on-arrival introductions between participants and host families.
 - Ensure every participant receives a warm farewell at the end of their stay.

4. Support participants throughout their homestay
 - Ensure participants are well cared for and feel supported at all times by proactively supporting participants throughout their stay.
 - Respond to any issues arising throughout the homestay and support participants and host families to resolve them.
 - Provide out of hours contact for participants and their host families and report issues to the relevant Programme Manager.
5. Family support
 - Support the participant and host family in their shared homestay.
 - Liaise with the Programme Manager, other EIL UK staff and members of the Area Team to resolve issues and incidents in an appropriate and proportionate way.
6. Events and activities
 - Plan, organise and run events and activities from cultural visits to leaving parties.
 - Lead or accompany group visits as planned.
7. Monitoring, feedback and evaluation
 - Ensure reports and feedback from participants and host families are completed and submitted on time to improve the homestay and participant experience.
 - Ensure participants reflect on their personal development and learning.
 - Complete and submit End-of-Programme Reports.
8. Active member of the Area Team
 - Work with the Programme Manager, other EIL UK staff and contractors, members of the Area Team and volunteers to ensure programmes are delivered to agreed standards.
 - Identify and implement opportunities to improve the participant experience.
 - Attend and participate in training and networking events to share good practice and improve programmes.
 - Provide holiday cover for other Coordinators.
9. Policies and Procedures
 - Adhere to EIL UK policies and procedures and follow EIL UK's Safeguarding Policy and Procedures.
 - Ensure the homestay experience meets agreed standards.
10. Record keeping and administration
 - Ensure participant and homestay records are accurate and kept up-to-date.
 - Assist in Area Team administrative tasks.
 - Sign off Co-ordinator expenses and submit claims to agreed deadlines.
11. Learning and development
 - Attend and participate in development sessions and training as required.
 - Support the personal development and training for coordinators, host families and staff.
12. Other tasks
 - Other tasks within the scope and role of the Student Co-ordinator as required.

Key competences

1. Support families to host participants and students as part of their family.
2. Able to demonstrate warmth and empathy in interpersonal skills.
3. Excellent verbal, written and non-verbal communication skills.
4. Objectivity with the ability to stand back to assess a situation and adapt accordingly.
5. Ability to lead and work well with a team and on own initiative.
6. Able to prioritise and complete tasks with accuracy and attention to detail.
7. Flexible and able to deal with the unexpected whilst remaining calm under pressure.
8. Advocacy and negotiation skills with a positive approach to problem solving.
9. Confident using IT, including Microsoft Office, email and the internet.
10. Good local knowledge of the area, including residential areas, train stations and bus routes.
11. Knowledge of homestays and experience of hosting would be helpful.
12. Respectful of other cultures and ability to get on with people from all walks of life.
13. Commitment to the aims and values of EIL UK.
14. Commitment to diversity and developing own and others' skills.
15. Present a clear, knowledgeable, consistent and competent approach.

Other requirements

This role will suit a self-employed person. Self-employed sub-contractors are responsible for ensuring their income is declared and all tax and national insurance contributions are paid as required.

You will need your own mobile phone and computer with access to the internet and emails. Familiarity with Microsoft Office (Word, Excel etc.) is essential.

You will also need a full driving licence and own transport, insured for business use. EIL UK provides expenses for travel and subsistence.

A full enhanced DBS check will be required for this role which the charity will pay for. As this role provides 24 hour on-call support which requires evening and weekend working, you must be willing to work weekends and out of office hours. The Area Team operates a rota to provide weekend and holiday cover.

How to apply

In the first instance, interested candidates are invited to send a CV along with a personal statement of no more than 1200 words outlining how you meet the needs of the role.

Email your application to info@eiluk.org or post it to **EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.**

The closing date for receipt of applications by EIL UK is **17:00hrs on Friday 31 March 2017.**

STRICTLY NO AGENCIES

Registered Charity No: 1070440

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