



Join our English & Befriending Project

We are looking for an organised and proactive **Project Coordinator** to support the delivery of the English & Befriending Project and manage our team of Coordination volunteers at an exciting point in the project's growth.

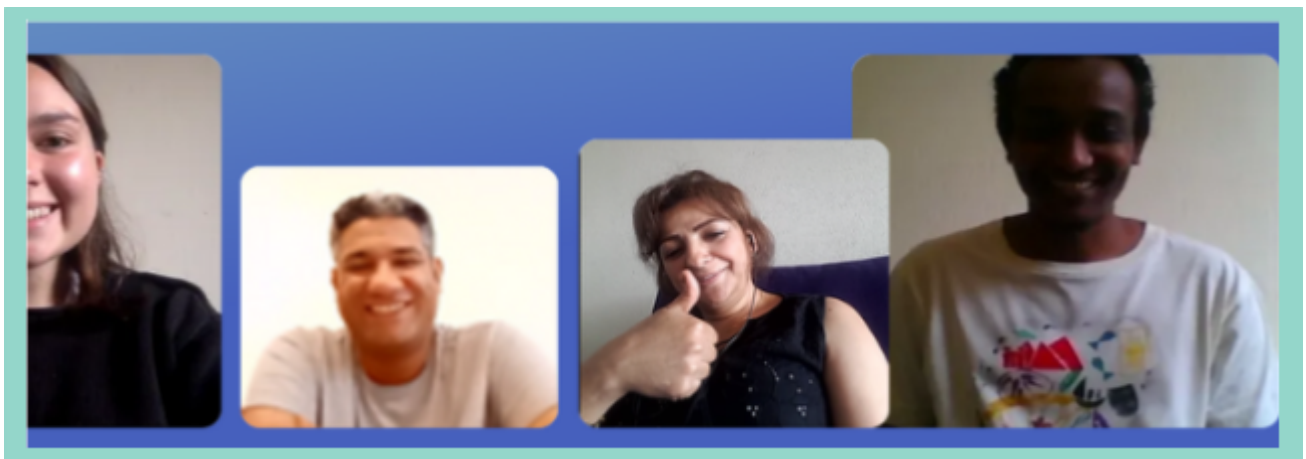
- 24 hours per week, flexible working Monday-Thursday.
- Home based, with occasional meetings in Manchester, London and Brighton.
- 12 month contract, with opportunity for extension subject to funding and performance.

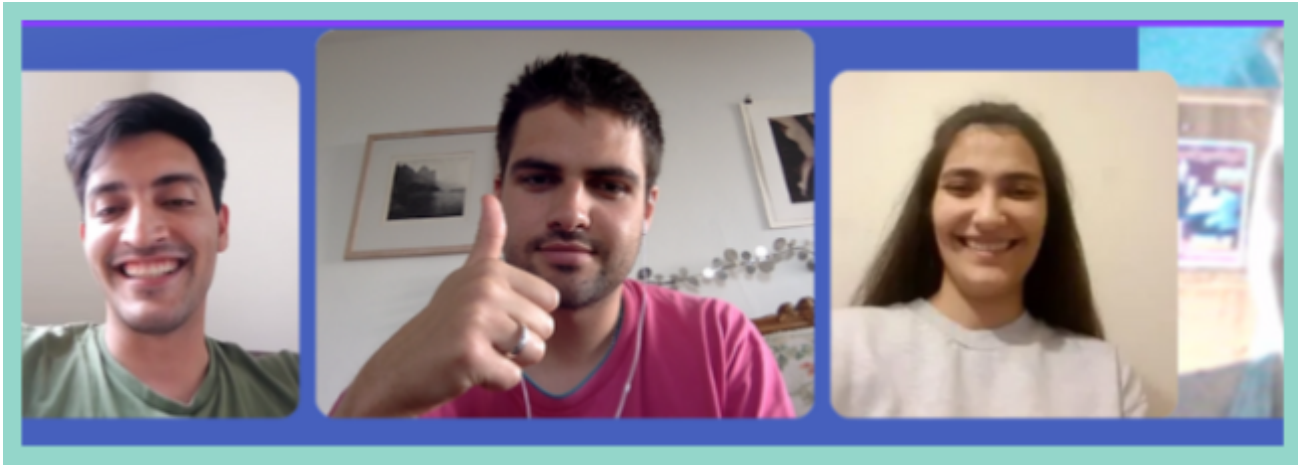
About Conversation Over Borders

We bring forcibly displaced people together with the communities around them to build connection, friendship and help them learn from one another.

1. We run a nationwide 1-1 mentoring project, for practicing English and fostering social connection.
2. We run a culturally sensitive, refugee-led mental health service, offering peer and 1-1 support in Arabic, English, Ukrainian and Farsi
3. We refurbish and redistribute phones, laptops and tablets to digitally excluded displaced people, to connect them with the online world.
4. We campaign by amplifying the voices of people displaced by war and persecution and helping them to share their stories with the wider public.

We are an equal opportunities employer and committed to leading by lived experience. If you would like to talk to someone about this role or your experience ahead of applying, or if we can do anything to make the application process more accessible, please contact the Project Manager, Áine, on aine@conversationoverborders.org.





About the English & Befriending Project

The English & Befriending Project was our first project. We bring together forcibly displaced people and volunteer tutors for weekly, online, 1-1 English conversation practice and friendship building.

Over the past 4 years we have connected almost 2000 people across the country and facilitated over 19,000 classes.

We offer refugees and asylum seekers 8 months of 1-1 classes, giving people time to create a trusting and supportive space for learning together.

Working 1-1 allows volunteers and learners to adapt the classes for each individual's needs and experiences, and create meaningful friendships. The project has a focus on helping learners to gain confidence in spoken English, feeling more able to make connections in their local communities and access services.

A lot of care goes into pairing people up for classes. We have a team of Coordination volunteers, who consider factors such as teaching experience, the learner's level of English and first language, and each person's interests and preferences.

Alongside the volunteer Coordinators, we have a team of volunteer Teaching Consultants who provide 1-1 teaching support, teaching resources and learning at home resources to volunteer tutors.



About you

Essential skills and experience:

- Lived experience of forced displacement and/or experience working with people who have experienced forced displacement.
- Experience coordinating and managing volunteers.
- Excellent understanding of Safeguarding principles and working with vulnerable people.
- Experience working collaboratively and coordinating projects remotely.
- Organised, proactive and independent.
- Excellent cross-cultural communication skills.
- Excellent interpersonal skills.
- Shares our values and commitment to social and racial justice.
- Excellent cultural awareness and sensitivity.
- Adaptable and able to confidently reprioritise tasks based on team and client need.
- Candidates must be able to provide references from employment or volunteering roles, and a clear Enhanced DBS check (police check).

Desirable skills and experience:

- Experience using and maintaining online databases and software (such as Airtable, Slack, Google Drive).
- Experience of learning/speaking a second language.
- Monitoring and evaluation experience.
- Experience conducting client and partner outreach and maintaining partner relationships.
- Knowledge of the UK asylum system and asylum policy.
- Experience of signposting to, or a good knowledge of, available support services.
- Experience working or volunteering in a teaching or befriending setting.
- Experience working or volunteering in client facing roles.

We are committed to being a lived experience led organisation, and will prioritise applications by people with lived experience of displacement. If you have lived experience of forced displacement, but do not have all of the learnt experience detailed above, please get in touch with us about your application.



Role & Responsibilities

The Project Coordinator will work alongside and manage our team of coordination volunteers to ensure that the delivery of our English & Befriending Project runs smoothly. The Coordinator will also work closely with the Project Manager to support the growth and development of the project.

- Oversee our team of coordination volunteers to ensure the project runs smoothly, communicating across the days to ensure the completion of tasks.
- Provide cover for coordination volunteers when necessary (spending a morning or afternoon 'on call' to help people access their classes as needed).
- Onboarding new clients and conducting needs assessments.
- Interviewing and onboarding volunteer tutors.
- Pairing volunteer tutors and learners, and scheduling new classes.
- Support the Project Manager with recruitment processes & inductions for coordination volunteers.
- Support the Project Manager with learner outreach.
- Support the Project Manager with volunteer outreach and engagement.
- Support the Project Manager in developing pathways for learners to progress into volunteering and/or employment within the organisation.
- Support with monitoring and evaluation (collecting volunteer and learner feedback on the project).
- Keeping databases up to date.
- Attend weekly team meetings.

What we offer

- £29,120 pro rata (0.6 FTE).
- Generous annual leave entitlement, including 28 days statutory leave, and an additional weeks holiday in the summer and in the winter (pro rata).
- Wellbeing days.
- Home based, flexible working.



- Work phone and SIM card.
- A friendly and supportive work environment.
- Relevant training, including Safeguarding, Mental Health, Diversity & Inclusion.

How to apply

If you feel like you would be a good fit for our organisation, please apply **before the 13th October**. We will be considering applications as they come in and holding interviews in the week commencing 21st October.

We encourage early applications and reserve the right to close applications early.

Please [apply here](#), by attaching a CV (a summary of your work, volunteering and education history) and cover letter (a couple of paragraphs about why you would like to do this role, and what skills or experiences you have that you feel make you a good fit).

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for independent and confidential support for your application from the Experts by Experience Employment Network (www.ebeemployment.org.uk).

