



## Enrolment and Wellbeing Coordinator

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| <b>Salary:</b>       | £27,824 – £28,860 plus 5% pension contribution   |
| <b>Hours:</b>        | 35 hours per week, Monday – Friday, 9am to 5pm.  |
| <b>Contract:</b>     | Permanent  |
| <b>Location:</b>     | Share HQ, 64 Altenburg Gardens, London, SW11 1JL, Brixton 336, 336 Brixton Road, SW9 7AA and Share Garden, Gillian Webb Memorial Grounds, Springfield University Hospital, 61 Glenburnie Rd, London SW17 7DJ |
| <b>Annual leave:</b> | 25 days per year pro rata  |
| <b>Closing date:</b> | 22/07/22   |
| <b>Reporting to:</b> | Head of Wellbeing and Outreach   |

### The role

Our Engagement and Wellbeing Coordinator has a multi-faceted and dynamic role, sitting at the heart of our organisation. The role is responsible for engaging potential new students and seeing them through the entire enrolment process, from making an initial enquiry to starting on a programme. As part of the enrolment process, students need to visit and look around Share; spend some taster days with us; and if they then decide, and we agree, that Share can meet their needs, you'll support them in obtaining funding from Social Services for their place and support with settling them in on their start date. You will be able to build rapport quickly with clients and their networks and follow cases through from beginning until the end, so that the team is able to meet our yearly target of student numbers. Within this role you will also get involved in supporting other areas of the wellbeing support that Share offers to the student cohort.

Our ideal candidate is an energetic person with excellent communication, coordination and admin skills who is super-organised. You'll be intuitive, empathetic and enjoy getting things sorted for people. You'll have excellent digital skills, and you'll be good at managing your own time. You'll be confident in taking initiative when needed and you'll enjoy working as a member of our team. You'll get a lot of satisfaction from seeing a job through from beginning to end.

### About us

At Share, we're passionate about supporting disabled people to set their own goals for learning and life, and then helping them to achieve their aspirations. We offer a range of training, employment, personal development, and leisure opportunities. Enabling people to be more independent and self-directed, able to make informed choices, healthier and more resilient, and fully socially included is at the heart of our work. Our programmes reflect modern needs and focus on developing robust pathways into having better wellbeing, independent living and employment.

## **Main responsibilities**

1. To contact enquirers, within agreed timescales, to provide information about Share's services and to arrange show around visits across our different projects.
2. To ensure that all information regarding the enquirer is logged on to our CRM database, including all relevant paperwork, paying close attention to data protection regulations.
3. To build rapport with people's support networks, including Social Workers, Parents and Carers, Support Staff and Care Coordinators to ensure Share has all the relevant information needed to best support the person to have a smooth transition into Share.
4. To book in taster sessions, liaising with delivery staff around support needs and other important information about the potential new student, and ensuring that delivery staff give feedback on how the taster session went and this feedback is shared with support networks and other staff as appropriate.
5. To liaise with the social services access team to apply for funding for the potential new student to join. To keep in touch with them around the progress of the application for funding, and chase purchase orders, ensuring all open enquiries are seen through to the end, no matter how complex the process.
6. To arrange start dates for new students, plan and deliver their induction and make sure they have a smooth start to their time with us.
7. To oversee our student attendance lists to ensure they are up to date and accurate with new starters, leavers and any other changes. You will liaise with our finance department to ensure records are up to date and invoices are accurate.
8. To work in collaboration with the leadership team towards meeting a yearly target of student numbers.
9. To produce a monthly progress report for the leadership team on the status of the enquiry pipeline, reporting on any particular barriers that may have arisen. Produce data as required for funding reports.
10. To work at all times in a spirit of positivity and encouragement and in a way that values diversity.
11. To maintain confidentiality and follow data protection regulations at all times.
12. To attend internal and external meetings and events as required, working very occasional evenings or weekends.
13. To work as a member of a supportive team and undertake any other tasks as may be reasonably required.

## **Person Specification**

### **Experience, skills and knowledge**

1. Able to communicate well and build rapport quickly with people from diverse backgrounds and at all levels inside and outside of the organisation.
2. Excellent administrative and ICT skills with good literacy, numeracy and analytical skills, and the ability to produce clear, well-presented, concise reports for internal and external audiences from raw data.
3. Strong team-player and enjoy working alongside others.
4. Be self-motivated and have the ability to work well with minimal supervision.
5. Have a good understanding of the local authorities' responsibilities and processes with regard to care planning for disabled people.
6. Able to learn quickly, have a commitment to professionalism and good attention to detail.
7. Good at planning ahead, demonstrating a methodical, organised and flexible approach to a busy and varied workload.
8. A good understanding of data protection, with the ability to work confidentially with sensitive information.
9. The ability to respond to and engage in one-to-one working with students when needed

10. A passion for supporting disabled people to live independent, autonomous, happy lives, achieving their dreams and aspirations.
11. Experience of working in a social or health care setting with disabled people, while not essential, would be an advantage

## How to apply

We positively welcome applications from all parts of the community and from people with diverse cultural backgrounds and lived experience.

To apply for this role, please send us your CV and a personal statement addressing the three questions below:

1. What are the top three qualities that make you an excellent Enrolment and Wellbeing Coordinator?
2. How do you build rapport with people's support networks, including Social Workers, Parents and Carers, Support Staff and Case Coordinators?
3. How would you go about managing a complex, varied and demanding workload?

Please also complete and send us the equal opportunities form and send us the three documents by 22/07/22 at [hadmin@sharecommunity.org.uk](mailto:hadmin@sharecommunity.org.uk).

If you would like to have chat about the role or visit us prior to applying, please contact Michele Noakes on [michelen@sharecommunity.org.uk](mailto:michelen@sharecommunity.org.uk) or on 0207 801 9829.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone.

**This job is subject to two satisfactory references, evidence of qualifications, an enhanced DBS check and providing evidence of right to work in the UK. If you have a disability and would like to discuss other ways of submitting your application, please call Michele on 0207 801 9829.**

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We look forward to receiving your application.

