

## Job Title: Rose Voucher Assistant

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Salary: £15 p/h

Hours: 4 hours a week (1 biweekly session on Wednesdays, additional hours on Wednesdays and flexibility on other days)

Contract: N/A

Based: Southwark offices with some remote working

## Citizens UK

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Citizens UK organises communities to act together for power, social justice and the common good. We are the home of community organising in the UK, with diverse civil society alliances across England and Wales. We develop the leadership capacity of our members, so they can hold politicians and other decision-makers to account on the issues that matter to them. CUK is responsible for the Living Wage Foundation, that accredits business (including 33 FTSE 100 companies), PACT and Sponsor Refugees. Please visit our website at [www.citizensuk.org](http://www.citizensuk.org)

## Parents and Communities Together (PACT)

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PACT is a pioneering early intervention community organising project that started in Camberwell and Walworth in 2013 to support maternal mental health and early years development. We run a variety of weekly workshops that provide a fun space for kids to play and a safe environment for parents to build a network of support and share their experiences.

PACT's priority goals:

- To improve parental mental health and wellbeing of families
- Develop authentic parent leaders and experts with lived experience so that we strengthen and promote a parent-led model of working
- Improve access to services and support for PACT families to push for better life outcomes

See our website for more information: [www.pact-citizens.org](http://www.pact-citizens.org)

## Purpose

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PACT partners with Alexandra Rose Charity to distribute the Rose Vouchers for Fruit & Veg Project to members of our community. The Rose Vouchers for Fruit & Veg Project helps families on low incomes to buy fresh fruit and vegetables and supports them to give their children the healthiest possible start. For more information please click on the following link: <https://www.pact-citizens.org/whats-on-offer/rose-vouchers/>

Your role will be an important part of distributing Rose vouchers to our families and promoting healthy eating at PACT.

PACT encourages applications who can communicate with our English and Spanish speakers.

## Main Responsibilities

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Working in the PACT project reporting to the Rose Voucher Coordinator, your main responsibilities will include:

<p><b>Coordinate distribution of Rose Vouchers</b></p>	<p>With the support of the Rose Voucher Coordinator you will:</p> <ul style="list-style-type: none"> <li>• Distribute Rose vouchers to eligible families at a PACT venue every two weeks on Wednesdays between 9.30am – 1.30pm</li> <li>• Promote Rose Vouchers, ensuring that families in the PACT community know how to access the vouchers at PACT, in coordination with the rest of the PACT team</li> <li>• Register new families into the database and ensure that they are eligible (checking an ID, proof of Universal Credit etc.)</li> <li>• Monitor the use of vouchers and ensure that parents are using them appropriately</li> <li>• Remove ineligible families from the database</li> <li>• Work with Spanish and English speaking volunteers assisting with Rose voucher distribution</li> <li>• Ensure that there are enough vouchers available for each session and order new vouchers when needed</li> <li>• Ensure that the vouchers and other equipment is stored in a safe place</li> <li>• Assist with setting up and clearing up the space for running the distribution</li> <li>• Organise visits to East Street Market for voucher recipients so that they can get to know the market</li> <li>• Promote other healthy eating initiatives with families, such as Healthy Start Vouchers</li> <li>• Recruit and train parents to become Healthy Start and Rose Voucher ambassadors in the community</li> </ul>
<p><b>Build relational power to further the goals of PACT and CUK</b></p>	<ul style="list-style-type: none"> <li>• Regularly listen to parents to help our group to meet the needs of families</li> <li>• Establish good relationships with Parent Leaders and volunteers and support them to take action on issues which affect them</li> </ul>
<p><b>Identify and develop relational leaders prepared to act with others for the common good</b></p>	<ul style="list-style-type: none"> <li>• Identify and encourage parents who might want to develop their leadership skills or become volunteers</li> <li>• Proactively create opportunities for volunteers and leaders to develop their skills</li> </ul>
<p><b>Contribute towards the achievement of CUK and Project strategic objectives</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of how your role contributes to PACT’s purpose and CUK’s core mission</li> <li>• Reliably implement CUK’s and PACT policies, procedures and values in own work</li> <li>• Develop internal relationships to support your work and to be part of team</li> </ul>
<p><b>Build and manage projects and achieve work targets effectively</b></p>	<ul style="list-style-type: none"> <li>• Deliver personal work targets on time and to standard</li> </ul>
<p><b>Learning &amp; expertise</b></p>	<ul style="list-style-type: none"> <li>• Keep up to date with developments in field of work</li> <li>• Apply new learning to work and respond effectively to feedback</li> <li>• Proactively manage own well-being by reading widely, good time management, healthy work-life balance, reflecting on own performance and working to improve on self-identified weaknesses</li> <li>• Attend relevant training as needed</li> <li>• Support the teams learning around your area of work</li> </ul>

<p><b>Develop and manage external relationships</b></p>	<ul style="list-style-type: none"> <li>• Support a range of external relationships, focusing on our Rose Voucher partners and other distribution centres</li> <li>• Respond effectively to queries or requests from stakeholders</li> <li>• Undertake productive 121's with parents/stakeholders, understanding self-interest to build new partnerships</li> <li>• To build strong and meaningful relationships with parents, volunteers and partner organisations</li> </ul>
<p><b>Communications</b></p>	<ul style="list-style-type: none"> <li>• Communicate effectively with stakeholders; contribute to good team communication</li> <li>• Support the delivery of the communications strategy producing high quality materials as requested</li> </ul>
<p><b>Develop and manage internal relationships</b></p>	<ul style="list-style-type: none"> <li>• Work effectively with colleagues across PACT/CUK and actively participate in the team</li> <li>• Work closely with colleagues within the PACT team to identify and match parents and volunteers to opportunities within our work</li> <li>• Ensure that the Rose Voucher project is integrated into the PACT project</li> </ul>
<p><b>Contribute to PACT and CUK's viability through effective fundraising &amp; financial management</b></p>	<ul style="list-style-type: none"> <li>• Contribute to plans and proposals to grow sources of income/resources</li> <li>• Demonstrate personal responsibility for the careful use of PACT resources</li> </ul>

## Person Specification

REQUIREMENTS		ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	Working with the public or in the community	✓	
	Experience using databases		✓
	Organising community activities or events		✓
<b>KEY SKILLS AND KNOWLEDGE</b>	Excellent time management skills with the ability to juggle a wide range of demands	✓	
	Ability to motivate, lead and engage people		✓
	Proficient in use of MS Office package		✓
	Excellent communication and interpersonal skills	✓	
	Able to collect info\data and write reports		✓
	Able to use databases and online systems		✓
	Able to work independently and as part of a team	✓	
	Ability to speak Spanish and English, and additional languages		✓
	An interest in healthy eating and health for families		✓
<b>APPROACH</b>	A passion for working with families of young children from and across different cultures	✓	
	Ability to work with and support people from a range of backgrounds	✓	
	A passion for organising people to make change and make a positive contribution within their communities	✓	
	Enthusiasm for working with people from all backgrounds	✓	
	A passion for justice	✓	
	Enjoys working in dynamic and diverse teams	✓	
	Willingness to work within accountable relationships	✓	
	Self-motivated and adaptable	✓	

The successful applicant will need to take a satisfactory Enhanced DBS check. DBS checks are renewed on a 3-year cycle.

*As we work with families, the job holder needs to be flexible in their working hours as some activities may take place in evenings and/or weekends, equally we can be flexible to fit the role around the job holder's family and childcare commitments if necessary.*