

## QUALITY MARK COORDINATOR

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### About Lancashire LGBT

Founded in 2009, our aim is to support LGBT+ people across Lancashire to be happier, healthier and better connected. We support everyone on the LGBT+ spectrum across Lancashire as well as their family members and carers. This year we will have directly supported over 1,800 beneficiaries.

The gateway to our services is a support and information service direct to community members. We run support and activity groups to improve health and wellbeing, reduce social isolation as well as offering volunteer 'buddies' to tackle loneliness and build confidence. We have a dedicated support worker giving one-to-one support for LGBT+ people experiencing multiple problems and with individuals who have complex needs. We also run monthly 'LGBT+ Mental Health hour' webinars. We have a volunteer-led counselling service and we host a LGBT Forum, bringing together people who deliver local, targeted LGBT+ small groups across Lancashire to build their capacity and increase their impact.

We have a partnership with Leeds and York NHS Partnership Trust Gender Identity Service, hosting their satellite clinic for people across Lancashire at our charity offices and their Gender Outreach Worker is embedded with our team part-time.

We support other local organisations across the Education, Health and Criminal Justice sectors to understand the needs of LGBT+ people better by offering guidance and training. We also have a 'Quality Mark' kite mark Scheme to support organisations to be more inclusive of LGBT+ people as employers and as service providers.

### The Lancashire LGBT Quality Mark Scheme

The Quality Mark Scheme's aim is to support organisations to be more LGBT+ inclusive as service providers and as employers as many LGBT+ people experience barriers accessing services and being 'out' at work. It helps service providers demonstrate to service users and

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to staff and volunteers that the organisation has taken steps to improve their offer for LGBT+ people, internally and externally. The whole focus of the Lancashire LGBT Quality Mark Scheme is to make life better for LGBT+ people.

The Lancashire LGBT Quality Mark Scheme's origins were from the Navajo Partnership and the Navajo Charter Mark, which was developed in Lancashire. The Navajo Charter Mark Scheme was formally handed over to Lancashire LGBT in 2012 and was brought up to date and launched in 2015 as the Lancashire LGBT Quality Mark. Since then, 60 organisations have engaged with the Scheme.

### Developing the Quality Mark scheme

The Quality Mark Coordinator role will primarily be focused on developing our Quality Mark scheme to the next level. A key priority for Lancashire LGBT is to engage more private sector and public sector organisations in the Scheme, to grow awareness and take-up of the Scheme - with the longer-term view of generating sustainable income for our charity.

Key responsibilities will include:

- **Business Development:** Enhancing the current offer and stimulating new investment into the Scheme. Exploring new investment models for the Scheme to support its sustainability.
- **Scheme Management:** Maintaining, developing and managing relationships with the existing portfolio of Scheme members and those undergoing the process.
- **Relationship building:** Identifying, researching and targeting organisations as prospective Scheme holders.
- **Profile and reach:** Reviewing organisational assessments and organising award events.
- **Digital Development:** Developing a dedicated webspace for the Quality Mark Scheme with a directory of organisations that currently hold the Quality Mark at either Achieved or Working Towards level. Identifying opportunities to monetise web profiling and advertising for organisations. Also exploring digital solutions to improve processes related to the Scheme.

If you would like an informal chat about this role, please contact

Lewis Turner

Chief Executive

Lancashire LGBT

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<b>JOB DESCRIPTION</b>	
<p><b>Job Title:</b> Quality Mark Coordinator  <b>Responsible to:</b> Chief Executive</p>	<p><b>Salary:</b>            £16,225 (P.A)            (FTE £38,025)  <b>Hours:</b> 16 (P.W)  <b>This post is fully funded for one year with a view for the salary being subsequently subsidised by income generation</b>  <b>Closing date:</b>            midnight 12.12.21  <b>Interview date:</b>            07.01.2022</p>
<p><b>District: Lancashire</b></p>	
<p><b>Key Responsibilities</b></p>	
<p>1. Work as part of a team with partners and volunteers - acknowledge receipt of, show understanding of and work in accordance with all Lancashire LGBT policies, procedures and guidelines - carry out duties in a way which reflects that Lancashire LGBT is committed to equality of opportunity and anti-oppressive practices</p>	
<p>2. Conduct the duties of the job description in accordance with the operational policies of Lancashire LGBT, including but not limited to the equality and diversity policy and code of conduct</p>	
<p>3. Prepare for and participate in line management supervision on a regular basis</p>	
<p>4. Maintain accurate and up to date project records on Lancashire LGBT system</p>	
<p>5. Prepare for and attend an annual appraisal with the Chief Executive</p>	
<p>6. Adhere to time management procedures and prioritise your own workload as agreed through the supervision process in accordance with Lancashire LGBT policies and procedures</p>	
<p>7. Be responsible for the confidential maintenance of participant records and other relevant documents in line with Data Protection legislation</p>	

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8. Attend and participate in any in-house or external training as may be appropriate

9. Maintain good working relations with Trustees, staff, volunteers and other stakeholders

10. Undertake any other reasonable duties as may be required and agreed with the Chief Executive

**Key Duties**

1. Exploring new investment models for the Scheme to support its sustainability

2. Relationship Building: Identifying, researching and targeting organisations as prospective Scheme holders

3. Business Development: Enhancing the current offer and stimulating new investment into the Scheme

4. Digital Development: Developing a dedicated webspace for the Quality Mark Scheme

5. Scheme Management: Maintaining, developing and managing relationships with the existing portfolio of Scheme members and those undergoing the process

6. Working flexibly and responsively

7. Carrying out monitoring and evaluation activities

8. Providing regular reports on activities and outcomes to Chief Executive

9. These duties may be modified from time to time to suit the needs of the charity

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**PERSON SPECIFICATION**

<b>Essential</b>
1. High standard of interpersonal skills
2. Experience of business development and sales
3. Experience of project management and meeting deadlines
4. Experience of being professional and influential in person, on the phone and video conferencing
5. Experience in marketing and communications
6. Computer literacy and skills in Word, Excel, Word Press and online video conferencing platforms (for example Zoom and Microsoft Teams)
7. Ability to work both independently and within a team
<b>Desirable</b>
1. Understanding of the business case for equality and inclusion in service delivery and employment
2. Experience in delivering training
3. Use of a car and willingness to travel

**Appointment will be based on merit alone**

**Terms and conditions**

- **16 hours per week**
- **12 days annual leave per year plus bank holidays pro rata**
- **Employers contributory pension – 5% of annual salary**