

Lancashire LGBT

Programme Co-ordinator

Job description and Person Specification



About Lancashire LGBT

About us

Founded in 2009, we are the pan-Lancashire charity supporting Lesbian, Gay, Bisexual, Trans and Queer/'Questioning' people (LGBTQ+).

Our core work focuses on improving mental health and well-being and reducing social isolation.

Our mission is for all LGBTQ+ people, their family members and carers to be happier, healthier and better connected.

In 2025-2026, we celebrated 15 years as a registered charity.



Our Values

Compassion

We provide a person-centred compassionate approach informed by the lived experience of LGBTQ+ people.

Inclusivity

We are inclusive of all LGBTQ+ people.

Empowerment

We empower LGBTQ+ people and allies. We engage with organisations and promote LGBTQ+ equality and inclusion.

Integrity

We work with integrity and hold ourselves accountable to the highest standards in everything we do.

PROGRAMME CO-ORDINATOR

Our core work includes:

- Information service by phone or email
- A one-to-one support service giving structured, focused mental health and well-being support to individuals over a set period
- Counselling service

Peer support groups:

- For LGBTQ+ women (including trans women) and non-binary people
- Men's support group for gay and bisexual men (including trans men) and non-binary people
- Peer support group for Trans men/trans masculine and non-binary people

Activity groups:

- LGBTQ+ walking group
- LGBTQ+ swimming group.

We have a partnership with Leeds and York Partnership NHS Trust Gender Identity Service for Adults, which involves hosting their two Gender Outreach Workers at our office who give support to people on the waiting list or who are on the care pathway.



Supporting organisations to be inclusive

We also have our own 'kite mark' scheme to support local organisations to be more inclusive of LGBTQ+ people. This is about to be re-launched.

We support local organisations to understand the needs of LGBTQ+ people better through consultancy and we regularly deliver training to raise awareness about the needs of LGBTQ+ people to ensure inclusive service provision – the most popular being our CPD accredited Trans/Gender Identity Awareness package.

The CPD Standards Office

CPD PROVIDER: 21342
2026-2027

www.cpdstandards.com



Background to the role

This role is funded until August 2027 by the National Lottery Community Fund with potential for this to be extended for further years.

This role also has potential for promotion and progression in our charity



This role has three strands:

- 1) **Service Management:** Managing the day-to-day running of Lancashire LGBT's support services, which includes: an information phone and email service, a counselling service, a walking group, a swimming group, and three peer-support groups. This also involves managing referrals and waiting lists.
- 2) **Volunteer Management:** Overseeing and supporting Lancashire LGBT's team of 12 volunteers and recruiting and/or training new volunteers to support the delivery of Lancashire LGBT's support services.
- 3) **Communications:** Posting and updating the website, and social media pages with regular content.

We are a small busy team, so at times this requires flexibility in roles. This will also mean, taking on other tasks when required, to free-up the Chief-Executive's time so that they can plan for the longer term and focus on growth and sustainability.

Appointment will be based on merit alone.

Why work for us?

We are a small friendly team who are passionate about making a difference for LGBTQ+ people.

We offer:

- Regular supervision and weekly team meetings
- Opportunities to develop skills such as public speaking, partnership working
- Staff training budget
- Potential for promotion and progression within our charity for the right candidate
- 25 days annual leave per year plus bank holidays
- Employer's contributory pension – 5% of annual salary
- We have a staff well-being policy

This role will be based at our office in Preston with hybrid working.



PROGRAMME CO-ORDINATOR

If you would like to discuss this role informally, please contact:

Dr Lewis Turner
Chief Executive
Lancashire LGBT
Derby House, Lytham Rd,
Preston PR2 8JE
lewist@lancslgbt.org.uk
Mobile: 07788 294993

JOB DESCRIPTION	
<p>Job Title: Programme Co-ordinator</p> <p>Reporting to: Chief Executive</p>	<p>Salary £29,244, with 3% increase in August 2026 (P.A)</p> <p>Hours: 37.5 (P.W)</p> <p>This post is funded until August 2027</p> <p>Closing date midnight March 29th 2026</p> <p>Interview date: April 17th 2026</p>
District: Preston, Lancashire	
Key Responsibilities	
Work as part of a team - 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.	
Attend and participate in any in-house or external training as may be appropriate in line with the staff training and development policy	
Prepare for and participate in line-management supervision on a regular basis	
Maintain accurate and up to date volunteer records on Lancashire LGBT systems	
Prepare for and attend an annual appraisal with the Chief Executive	
Adhere to time management procedures and prioritise your own workload as agreed through the supervision process in accordance with Lancashire LGBT policies and procedures	
Be responsible for the confidential maintenance of records and other relevant documents in line with Data Protection legislation	
Work in a way which promotes the safety and security of children and vulnerable adults and record and report any safeguarding concerns to the internal safeguarding lead	
To undertake any duties commensurate with skills and agreed by the Chief Executive	



PROGRAMME CO-ORDINATOR

Key Duties
Managing the day-to-day running of Lancashire LGBT's support services.
Overseeing and supporting Lancashire LGBT's team of 12 volunteers and recruiting and training new volunteers to support the delivery of Lancashire LGBT's support services.
Posting and updating the website, and social media pages with regular content. This also includes designing a quarterly newsletter.
Managing referrals and waiting lists.
Monitoring of all activities and outcomes undertaken by Lancashire LGBT for projects
Providing regular reports on activities and outcomes to Chief Executive.
Community outreach and engagement with partners.
These duties may be modified from time to time to suit the needs of the charity and a small team.

PERSON SPECIFICATION

Essential
Understanding of the challenges experienced by LGBTQ+ people. (Interview)
Ability to prioritise tasks and adopt a flexible approach to duties. (Application form)
Experience in managing the day-to-day running of services. (Application form)
Experience in recruiting and managing volunteers. (Application form)
Experience and confidence in using Excel, Word, Outlook, and Teams. (Application form)
Confident in using social media platforms like Facebook and Instagram and website design tools such as Word Press. (Application form)
High standard of interpersonal skills. (Interview)
Experience in project monitoring and reporting. (Application form)



PROGRAMME CO-ORDINATOR

Ability to work both independently and within a team. (Application form)

Desirable

Experience of supporting LGBTQ+ people.

Access to a car or motorcycle.

Experience using tools such as Canva and Mailchimp.