

ADVICE COORDINATOR – JOB DESCRIPTION

SALARY: £20k (FTE £25k)

WEEKLY HOURS: 28

CONTRACT TERM: Permanent

WORKS TO: Operations Manager

LOCATION: Broadgreen Community Centre, Salisbury Street, Swindon, SN1 2AN

APPLICATION DEADLINE: Friday 29th May – 5PM

INTERVIEWS: Friday 12th June

ABOUT US

The Harbour Project stands alongside refugees and people seeking asylum across Swindon, helping them to rebuild their lives with dignity, clarity and purpose. For those navigating one of the most uncertain journeys anyone can face, we offer a steady, reassuring presence – providing guidance, learning opportunities and a welcoming community where people can find their footing again.

The Harbour Project is committed to fair and equal opportunities and welcomes applications from a wide range of people, including those with lived experience of the UK asylum system.

PURPOSE OF THE ROLE

The Advice Centre is central to our work. The advice we provide offers clarity and confidence. When people understand their circumstances, they feel safer. In moments of uncertainty, clear guidance can make a massive difference, and that's why we're here to offer support that helps our Visitors feel safe, informed and understood. This role administrates the operational service within the Advice Centre, triaging the needs of Visitors and coordinating Advisor and volunteer appointments.

ROLE RESPONSIBILITIES

- To coordinate the Advice Team's appointments and schedules.
- To be the Advice Team Lead:
 - reviewing Advice Centre processes, and adopting appropriate changes to enhance service delivery
 - lead on daily briefs and monthly meetings with Advisors and Steps2Work Coordinator
 - report any issues or challenges to Operations Manager where necessary
- To quickly assess the needs of Visitors and decide whether they need to be seen urgently, or to book them an appointment.
- Lead the daily brief of Advice Centre volunteers to ensure that they are up-to-date with current issues, events and are familiar with advice processes.
- To ensure that volunteers are utilised effectively throughout the Advice Centre with support and guidance.
- To maintain Advice Centre record-keeping through the collection of Visitor data and input into our database (AirTable). Includes the creation of new records for newly registered Visitors. In addition, to ensure that personal information held about Visitors is checked for accuracy periodically.
- To ensure compliance with GDPR legislations and Harbour's Data Protection Policy by ensuring Visitor information is not available to public view, and all documentation is safely and securely stored.
- Create information posters and signs for the benefit of Visitors and/or volunteers.
- Be the admin for Harbour's Community and Volunteer WhatsApp groups.

ESSENTIAL CRITERIA

- Committed to the values and charitable objects of The Harbour Project.
- Reliable with the ability to work both independently and as part of a team.
- A good understanding and application of the principles of Safeguarding, particularly in relation to people at The Harbour Project.
- Proficiency in database management and maintaining accurate digital records as well as having basic IT skills, with the ability to use systems such as Google Workspace (Docs, Sheets and Drive)
- Evidence of entitlement to work in the UK.

DESIRABLE CRITERIA

- Experience in assessing individual needs quickly and accurately to determine urgency and appropriate support pathways.
- Experience leading staff or volunteers, including running briefings, conducting meetings, and providing ongoing guidance.
- Ability to manage complex schedules, appointment systems, and team rotas.
- Experience working with refugees, people seeking asylum, or vulnerable people.

WHO TO CONTACT

Please submit your CV and a Cover Letter outlining your suitability for the role to Nan Bains:

recruitment@harbourproject.org.uk

