



# Application Pack

**Community Support Coordinator (practical projects)  
ACE - Action in Caerau and Ely**



Registered in Wales and England No. 7623914  
Registered Charity No. 1150422



## Contents

Overview of the Post	3
Introduction to ACE	4
Job Description and Personal Specification	6
Application Process	9

# Overview of the Post

**Position:** Community Support Coordinator (practical projects)

**Responsible to:** Operational Development Manager

**Location:** Our Place Dusty Forge

**Salary:** ACE Grade 4 £32,464 (Pro Rata)

**Hours:** 22.5 hours per week, occasional evening and weekend working will be required

**Contract:** Fixed term until end of March 2024

ACE is looking for a Coordinator who will manage the delivery and lead the development of ACE's programme of cost of living projects (funded through the Lottery Community Fund).

## **The role:**

The role is based in the Dusty Forge and will involve working out of other ACE and community venues. It will focus on supporting the delivery of our programme of practical projects addressing the cost of living crisis - Your Local Pantry, ACE Benthg (library of things), Community Kitchen and Repair Cafe. Reporting to the Operational Development Manager, you will be responsible for project delivery, line management of project delivery staff, liaising with partners, monitoring, evaluation and reporting to funders. You will also be responsible for fundraising. You should have a good understanding of issues facing areas of deprivation and experience of successfully coordinating and delivery of community projects.

To apply for this role please contact:

Email: [recruitment@aceplace.org](mailto:recruitment@aceplace.org)

Telephone no: 02920003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Website [www.aceplace.org](http://www.aceplace.org)

**Deadline for submitting application: 5 pm Friday 9th June 2023**

**Interview date: TBC but will be in mid June 2023.**

# Introduction to ACE

## Ely and Caerau

Ely and Caerau (two ward areas in the west of Cardiff) together constitute the largest housing estate in Wales with a population of approximately 26,000. Built after the first and second world wars respectively, Ely and Caerau provided social housing and secure employment with local manufacturing companies. Between the early 70s and mid 90s all these employers closed or relocated their local functions. The legacy of this collapse of local employment is a community characterised by high unemployment and in-work poverty related to 'underemployment' in insecure, part time, low paid, city centre based service sector jobs. As a result, people in Ely and Caerau struggle with a range of problems related to poverty including:

- high levels of income-related benefits
- poor educational attainment
- poor health and life expectancy (4 years less than the Cardiff average)
- high levels of mental health problems
- Ely and Caerau both feature in the top 10% of the Welsh Index of Multiple Deprivation

In 1991 Ely was the focus of disturbances which were reported in the national news as a 'riot'. This, along with the general reputation of the area, has contributed to a sense of stigma. There is a tendency, amongst decision makers, to see the community as one with multiple problems that need fixing, and a related sense of dependency.

Despite all this, Ely and Caerau exhibit many of the characteristics which might be called upon to contribute to community resilience, including significant community spirit and pride, strong social networks and a willingness to 'get involved' in local action.

## Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of

communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city. Vision In this context ACE seeks to meet the need for:

- A local organisation that can co-ordinate, harness and promote a positive vision for our community
- An organisation that can co-ordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

**ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.**

# Job Description and Personal Specification

**POST:** Community Support Coordinator (practical projects)  
**PROGRAMME:** Community Support  
**RESPONSIBLE TO:** Operational Development Manager

**HOURS:** 22.5 hours per week

**SALARY:** ACE Grade 4 - £ 32,464 (Pro-rata)

**BASE:** Cardiff

**END DATE:** 31<sup>st</sup> March 2024 (with possible extension dependant on continuation funding)

**Responsible for:** Coordination of ACE's programme of cost of living projects (funded through the Lottery Community Fund) and leading their development to better meet identified community needs.

## OVERALL PURPOSE OF JOB

This role will coordinate, manage and support the delivery of our programme of practical projects providing support to people in our community struggling with rising living costs. The role will ensure that these projects are delivered effectively to meet community needs and activities are integrated with ACE's wider community development work, supporting the organisation's overall vision and aims.

## ROLE SPECIFIC TASKS

1. Lead the development and management of ACE's Cost of Living practical projects including: Your Local Pantry, ACE Bentyg / library of things, Dusty Forge Repair Cafe and Community Kitchen. (these projects form part of our wider programme of Community Support).
2. Coordinate raising funds through grant funding and income generation to ensure projects are sustainable and make an appropriate contribution to ACE's core costs.
3. Implement and regularly review a project plan for each of the Cost of Living practical projects, ensuring effective delivery across target communities.
4. Line manage delivery staff who will be responsible for the day-to-day management and delivery of Cost of Living projects (currently 3 part time delivery roles).
5. Create and nurture strategic partnerships that allow ACE to further develop and fund community support related work in line with the organisation's strategic plan.
6. Build effective relationships with a wide range of project stakeholders including local businesses, community organisations and networks.
7. Support project delivery staff and other ACE staff to manage project volunteer teams, where required.
8. Ensure project budgets are effectively managed by delivery staff (where they have this responsibility) and manage other project budgets directly where required.
9. Work with other ACE staff to combine activities across core themes of work where it makes for a greater impact.
10. Ensure effective monitoring and evaluation systems are in place and are being used effectively.
11. Review outcomes for the programme and ensure funding and delivery commitments are met.

12. Support project delivery staff and other colleagues in the ACE team in publicising and promoting your projects and activities.
13. Seek out and draw upon examples of good practice within Wales and elsewhere.
14. Deliver the project in keeping with ACE's values and policies.

### **PROJECT SPECIFIC TASKS**

1. To engage with and support whatever formal mechanisms (e.g. forums, local partnerships) are set to ensure community and service provider involvement within the area.
2. With the rest of the team, be fully involved in attempts to ensure the fullest possible involvement of the community and local service providers in ACE's work programmes.
3. To support and fully contribute to ACE's communication strategy. E.g. mailchimp newsletters, ACE website, social media, etc.

### **WORKING ACROSS TEAM ROLES**

1. To take a lead in establishing project plans for work being undertaken within the team that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help recruit and support volunteers involved in the work of ACE.
4. Help to embed the values and principles of community development into all aspects of our work.
5. To help colleagues, community organisations and others in identifying and securing appropriate funding streams.

### **GENERAL TASKS**

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including weekend and evening working).
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND EXPERIENCE**

- Experience of coordinating multiple projects in a community setting
- Experience of line management of staff
- Experience of developing and implementing successful community projects
- Experience of managing project budgets, working within the project budgets and reporting on expenditure
- Experience of working in areas of deprivation
- Experience of project delivery
- Experience of managing volunteers
- Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector
- Experience of supporting community participation, involvement and volunteering activities
- Educated to degree level, or other relevant qualification(s) showing specific sector knowledge

### **KNOWLEDGE AND UNDERSTANDING**

- An excellent understanding of Community Development principles and how to apply these when working within areas of deprivation
- An excellent understanding of wellbeing/economic issues facing areas of deprivation, and how to overcome barriers to engage people
- An excellent understanding in the development and support of volunteers
- An excellent understanding of equalities and working to diverse needs
- Knowledge of related services provided by the statutory and voluntary sector
- Understanding of confidentiality and data protection issues

### **SKILLS AND ABILITIES**

- The ability to support and manage staff and volunteers
- Ability to work flexibly to meet people's needs and service requirements, including working evenings and weekends where the service requires it
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners
- Can complete reports and assessments

### **ADDITIONAL JOB REQUIREMENTS**

- Demonstrates resourcefulness, initiative and a positive Can Do attitude, is solution focused and can see the overlaps with other streams of work
- Demonstrable commitment to equality and diversity and a genuine desire to help people
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills



# Application Process

**Deadline for application forms: 5 pm, 9th June 2023**

Interview date: TBC

**Please email completed applications to [recruitment@aceplace.org](mailto:recruitment@aceplace.org)**

Please include your name and the post title in the subject; you will receive an automatic response confirming delivery

**Or, please send a hard copy to:**

ACE  
Our Place Dusty Forge  
460 Cowbridge Road West  
Cardiff  
CF5 5BZ

**We regret that we will only be able to reply to and give feedback to short-listed applicants.**