



Life HQ Coordinator

Role Description

Reporting to: Managing Partner Life HQ
Salary: £23-£25K, depending on experience
Full-time, based at Life HQ office in London Bridge
Initial 1 year, fixed term contract.

The Role

As Life HQ Coordinator you will provide logistical and administrative support to the Life HQ team.

About Participle and Life

Participle's mission is based on a report we call 'Beveridge 4.0', representing a new vision for how the welfare state can organise itself for the next 60 years. Participle runs projects and builds enterprises, which demonstrate how to solve some of the country's hardest and most expensive problems. Our approach, is not to look at the institutions, and review how they may work better and more efficiently, but rather spend time with the service end-users (in this case the families), and the front-line staff (social workers, housing officers etc.), to help them design a new approach that is relevant to their lives, and the issues.

This has resulted in the Life programme being the first of its kind to move from managing problems to a new form of problem solving. Most services of this type focus on some kind of new service delivery method. Life is interested in root causes.

Life focuses on unlocking the capability for families to build and sustain the lives they want to lead through a number of enablers: the ability to value yourself and to become aware of what holds you back; a sense of agency and possibility that will allow you to create the Life you want to lead; the ability to develop valuable relationships and build new connections within your community.

Core to developing these capabilities is a particular quality of relationship, built between the families and the team, which gives families the means and the space to change. Life focuses on changing the mindset and skill-set of workers in the programme and in the wider system to develop this new relationship.

Life is not service delivery in the traditional sense. It gives families the capabilities and relationships required for fundamental behaviour change. It builds connections and opportunities in the wider community for families to develop in to. It proactively changes wider system structures so that workers and families themselves, are able to thrive. For families Life offers:

An opportunity to be empowered;
An opportunity to clean up the messes around them;
A chance to learn new ways of being in loving relationships that make a positive difference in people's lives;
Opportunities to contribute to others and their community;
The right conditions for change, removing barriers and seizing opportunities;
New capabilities and resources within their families including new supportive networks.

Initially prototyped and piloted in Swindon, Life HQ has been set up as a Community Interest Company ("CIC") to take Life to other regions. Life HQ will plan to launch the LIFE programme in 6 new locations over the next 2 years (2011/12). In this stage of development, we will seek to build a movement, which will go national in the subsequent years.

For more information visit www.alifewewant.com and www.participle.net

What you will do in the role:

- Acting as the first point of reference responding to and resolving a wide range of queries and maintaining effective liaison with Life HQ team members and partners;
- Undertake a variety of duties to support the operation of Life HQ such as basic accounting (invoices and expenses) and liaising with Life HQ's book-keeper, liaison with contractors, HR and contract issues, expense claims, stationary supplies and any other support functions;
- Coordinate the deployment of Life team personnel in the regions, organize meetings; book travel arrangements and accommodation;
- Support the Life HQ Programme Manager with activities relating to setting up Life in new regions, including the local audit, production and distribution of Life tools and ensuring the timely reporting of Life measures by regional partners;
- Maintain paper and electronic files and databases of key documents, presentations, designs and images;
 - Support the team in developing presentations, including the retrieval of images in the photo archive, compiling professional standard presentation materials and documents in Powerpoint, Keynote and Word;
 - Take a leading role in managing the development of the Life website, and other internet related tools, including the regular updating of information;

- Receive incoming mail, opening and allocating items with back-up papers. When appropriate originate replies under own signature or drafts and prepare letters/documentation for signature by Managing Partners;
- Help produce articles, reports and briefings - by gathering statistics, checking facts, preparing references and managing the printing process;
- Help to manage the diary of the Managing Partner;
- Arrange and attend quarterly Board meetings including co-ordinating diaries, arranging venues, organising refreshments, taking minutes and providing action notes;
- Co ordinate the follow up of all actions from Board, and internal meetings;
- Arrange and attend internal meetings including sending reminders, organising agendas, taking minutes and providing action notes where necessary.

Competencies Required:

- You will be educated to Degree level, or equivalent experience, with some relevant admin/secretarial experience and/or qualifications. You will have some experience of working in a pressurised environment, managing conflicting demands whilst remaining calm. You will demonstrate experience of liaising with a wide range of individuals, and be willing and able to act in an ambassadorial capacity for Life HQ with a professional yet charming telephone manner;
- You will bring to Participle good Mac/PC Skills (Microsoft Word, Keynote, PowerPoint & Excel), basic accounting skills and excellent organisational skills with an ability to prioritise and plan ahead;
- You will demonstrate excellent written and proof reading skills, and be completely fluent to a high level of the English language. You will have an interest in writing for the web, ideas for web development and be able to demonstrate previous responsibility for web or online content;
- You will be able to pro-actively manage diaries and produce professional standard Keynote and PowerPoint presentations (the ability to use a project planning software package would be an advantage);
- In summary you will be: Highly organised with a keen eye for detail; Able to successfully engage with a wide range of stakeholders and partners; Able to use effective and appropriate communication styles to convey information accurately and clearly; Helpful, friendly, style; Team player; A conceptual thinker - able to look for and see the bigger picture, think laterally and to adapt; Able to identify and implement new ways of solving problems avoiding bureaucracy and not constrained by the way things have been done before; Adaptable - flexible in approach and able to react and adapt appropriately to change at work; Numerate and comfortable managing basic financial information; Results driven and output focussed - able to deliver with a high level of quality and accuracy within deadlines; Committed, with a willingness

to persevere; Able to use your judgement - displaying sensitivity, diplomacy and tact when dealing with internal and external stakeholders; Resilient - able to cope with pressure and stress whilst retaining focus on the task.