



Job Description

Post:	Cookery School Coordinator, Made in Hackney (MIH)
Hours:	21 Hours per Week
Contract:	Permanent
Location:	Liberty Hall, 128 Clapton Common, London E5 9AA
Salary:	£16,500/annum pro rata 4 days/week (FTE £27,500/annum)
Holiday:	15 days (plus bank holidays – see below for more details)
Reports to:	Programme Manager and Operations Manager for Salesforce data tasks

SUMMARY

Since 2012 Made In Hackney has been providing free cookery classes to the local community. We believe everyone should have access to healthy, affordable food that's good for people and planet. We collaborate with communities to provide free nutritious meals and to share the skills to grow, cook and eat more plants to improve not only the health of people but the planet too. We promote planet-friendly, plant-based, culturally varied food and deliver a hugely popular programme of cookery classes from our brand new school; Liberty Hall.

In March 2020 we paused our usual programme to launch a Covid19 response of online classes, telephone support for those not online, and an emergency direct-to-door community meal service. At the peak of the crisis, we provided 500 meals a day across Hackney direct to households who needed support. Today we continue to provide meals and hope to be able to do so for as long as there is a need. We aim to incorporate training and jobs for local young people into the community meal service.

We are seeking a highly organised and motivated individual to join us as our Cookery School Coordinator. This role will suit an experienced office coordinator who is able to multi-task and work to coordinate the administrative functions as part of a very busy but also very fun programmes team.

The experience of working for Made in Hackney is varied, unique and rewarding. There is plenty of room for the successful candidate to be creative and bring new ideas to the charity. As we enter our 10th year it is a hugely exciting time to join us as we strive to take our programme and approach to a much wider national and potentially even global audience.

Responsibilities include:

Programmes Coordination

- Proactively support the development, improvement and implementation of effective administrative systems to support the smooth running of class, programme and event delivery at Made in Hackney
- Proactively support the coordination and delivery of the Made in Hackney class and event programme; on-site, offsite and online
- Responsible for updating MIH website with all relevant class content; including class listings, recipes
- Effectively manage class attendees, taking into consideration eligibility, participant's background and previous attendance
- Develop an understanding of participants and their individual and group dynamics to inform class delivery
- Manage target class numbers, ensuring maximum capacity is reached for each class
- Be responsible for keeping accurate attendance records for reporting and funding purposes
- Responsible for ensuring all pre and post-class/programme/event information and communication is sent to all relevant parties on a timely basis
- Ensure the teacher is fully updated with all essential information regarding participants, group dynamics, allergies, safeguarding and ingredients for each class and/or event
- Responsible for ensuring the kitchen, storeroom and attic are well-organised
- Responsible for coordinating class and event fruit and vegetable delivery and checking dry pantry stock
- Support the training and supervision of volunteer Project Assistants

Data

- Responsible for ensuring all class, programme and event information and data is accurately recorded and updated in Salesforce CRM, including adding and confirming participants, inviting new participants and inputting attendance data
- Responsible for the inputting and management of contacts and their engagement activities in Salesforce, including adding contacts to newsletter subscription
- Ensure all classes in Salesforce comply with the unique naming system
- Responsible for updating and ensuring the accuracy of all engagement information
- Responsible for timely inputting of volunteer hours across all programmes into Salesforce (including cookery classes, community meal service and others as required)
- Responsible for accurately recording in-kind donations on Salesforce for the cookery school programmes and events
- Coordinate cookery class administration using Google Docs, Google Sheets, Google Forms, Zoom, Eventbrite and Salesforce
- Responsible for inputting survey forms: inputting data from evaluation forms into Salesforce where required

General Administration

- Responding to enquiries by email or phone
- Providing excellent in-person customer service to all visitors to Liberty Hall
- Providing administrative support to the MIH team
- Coordinating with the Programmes Manager and Venue Manager to ensure Liberty Hall is fully equipped and presentable for class/event use

PERSON SPECIFICATION

- Administration coordination experience with a wide range of skills including:
 - Excellent and proven administrative ability and capacity to follow, develop and improve processes to a high standard
 - Ability to work with CRMs and other data systems
- Excellent organisational skills and the ability to manage a variety of complex tasks simultaneously;
- Methodical and excellent at prioritising and balancing workloads
- Strong communication and interpersonal skills and the ability to deal with, and have empathy for, a diverse range of people including vulnerable groups
- Be able to work with under own initiative and as a member of the MIH team
- Excellent attention to detail
- Excellent verbal and written communication skills and an ability to communicate clearly with a range of people from diverse backgrounds and cultures
- Solutions focussed, with the ability to take initiative, problem solve, and think creatively;
- Enthusiasm, energy and a positive attitude

BENEFITS

- Training provided in Salesforce, Safeguarding Adults and Children, Emergency First Aid, Food Safety etc
- Employee Assistance Programme (EAP) which includes counselling and physiotherapy
- Staff well-being and social activities throughout the year
- Quiet time working – the opportunity to work flexibly over the Christmas and summer period – See Annual Leave Policy for full details
- Pension Scheme
- Staff discount of 15% in Food For All Shop

Equal Opportunity

We have a strong commitment to promoting diversity, equality and equal opportunities. We welcome applications from underrepresented groups, whether these be of ethnicity, gender, identity, religion, physical ability, sexual orientation or other.

To Apply:

Please send a CV with covering letter to Rashmi Joshi, Operations Manager (rashmi@madeinhackney.org)

Deadline: 12pm Monday 9th January 2022, though we encourage you to apply as soon as possible as we will be scheduling interviews as we get applications and reserve the right to close the job early.

Post commences: As soon as possible after appointment.