

Job Details - Love Your Neighbour Coordinator

Job Title	Love Your Neighbour Coordinator
Team	Love Your Neighbour – Crawley
Location	Crawley, West Sussex
Responsible to	TBC

Part 1 – Job description

Love Your Neighbour (LYN) equips and empowers churches across the UK to play their part in the transformation of a post-Covid society living in a cost-of-living crisis. LYN assists churches in their provision of emergency food, money advice, employment training and other assistance to those most in need.

Within Crawley, the LYN initiative centres around our ‘Hub’ in the centre of town, which helps to deliver the services above throughout the community in partnership with the Easter Team, which is the local foodbank, and Christians Against Poverty (CAP). It is also part of a bigger network of 26 local churches, ‘churches together’.

1. Main purpose of the job

This post is a fixed term contract which ends December 31st 2025. The right applicant will have the opportunity to shape the role, building upon the existing programme and volunteer team. Working cohesively with other social action ministry leads within Church Crawley as well as other churches involved with LYN is vital, in order to grow the partnership approach.

We are looking for a self-motivator with enthusiasm for helping people and a love for Crawley. We are a creative team looking for someone to input to the strategic development of Love Your Neighbour Crawley, to meet the ever-changing needs of our communities.

The role of the LYN Coordinator mainly centres around managing the day to day running and organisation of the town centre hub, which is a safe place for signposting and listening. The hub is

currently a shared space with the Easter Team (a food bank). A large proportion of the hub's clients are also Easter Team clients. People receiving emergency food bank support are often vulnerable and visit our volunteers to seek support, have company, receive prayer and be signposted to local and trusted services.

The LYN Coordinator will be required to manage the hub during opening hours (currently Monday to Friday 10am to 2pm) and work alongside and support the volunteers who deliver the listening and signposting service. Volunteers are an essential and valued part of the work that Love Your Neighbour Crawley does, and the LYN Coordinator will be required to safer recruit, train and manage the hub volunteers.

2. Key duties and responsibilities

The LYN Coordinators responsibilities will include but are not limited to the below:

Management of the hub

- Provide a warm and welcoming 'safe space' for clients.
- Be responsible for the day to day running of the hub and volunteer team.
- Cultivate a positive and supportive atmosphere within the hub.
- Monitor volunteers ensuring conversations, offers of prayer and signposting are appropriate.
- Keep up to date with safeguarding procedures and respond appropriately to any safeguarding concerns.
- Manage the Love Your Neighbour shared mailbox and phoneline, allocating emails where appropriate.
- Work in collaboration with the Easter Team.
- Liaise with outside agencies, partners and organisations to ensure signposting information and flyers are up to date and accurate.

Volunteers

- Manage hub volunteer team including recruitment and training, adhering to the safer recruitment process.
- Organise volunteer rota, being flexible to accommodate changes.
- Ensure relevant policies & procedures are in place including the distribution of information to the volunteers.

- Maintain an open dialogue with volunteers regarding their role and ongoing suitability.
- Recognise volunteer efforts and assist volunteers with their own endeavours.
- Plan regular volunteer social activities as a 'thank you' and to encourage a sense of community.
- Responsible for escalating any safeguarding/disclosures, either about volunteers or by volunteers about engagements with the public.

Reporting and general

- Collect and report data as per the LC25 grant requirements from all ministries supported by the grant including the onward grantee, the Easter Team.
- Keep up to date records of the above data, being GDPR compliant.
- Present reports, updates and metrics to colleagues and leadership team when required.
- Responsible for following protocol for any safeguarding disclosures made by or about clients.
- Work cohesively with other social action ministry leads within Church Crawley.
- Help promote LYN in general both internally and externally, including providing content for social media posts as and when appropriate, including events.

Part 2 – Person specification

	ESSENTIAL	DESIRABLE
Knowledge and Experience	• Committed to the vision of the LYN Hub • Excellent attention to detail and a strategic thinker • Self-motivator, able to work on own initiative and with minimal supervision. • Proactive approach to implementing new strategies and problem solving.	• Working knowledge of Crawley, it's neighbourhoods and other volunteer organisations • Skill and/or experience in recruiting and managing volunteers.
Skills/Abilities	• Excellent written and oral communication skills • A team player with a flexible attitude • Personable and compassionate with an ability to motivate people. • Exemplary people skills and enjoy working in a busy environment. • Excellent organisational skills • Ability to use Microsoft office packages to a high standard (particularly MS Excel & Word) • Ability to collaboratively and cohesively with the broader team	• Be comfortable sharing prayer with volunteers and clients.
Personal Qualities	Genuine occupational requirement to be a practising Christian	

OTHER COMMENTS:

You may not have experience in every aspect of the role before, but that is ok, you will receive ongoing support and development that will provide you with the skills and knowledge required to be successful.

We encourage applications from those of Black, Asian and minority ethnic backgrounds.

Further information for applicants

Job title: LYN Coordinator – 9-month fixed term contract

Salary: £24,000 per annum full time

Closing Date: 30th March 2025

Office hours:

- Mon to Fri - 35 hours per week, with some flexibility around working hours and days.
- 9-month fixed term contract
- Attendance at regular staff meetings as required.

This role is based in Crawley, West Sussex.

Annual leave - full year:

- 25 days' holiday per annum pro rata

DBS / police check:

This role requires an enhanced DBS check.

Pension scheme:

All staff who meet the criteria are automatically enrolled onto the Church Crawley pension scheme.

Church Crawley will contribute 4% of your salary to your pension.

New staff service:

3-month probationary period with a 3-month review

Interviews: 1st April 2025

Background on Love Your Neighbour and Church Crawley

Crawley has been hit hard economically following Covid-19 and it is the vision of Love Your Neighbour Crawley to support and be the bridge to enable people to get back on their feet.

Love Your Neighbour Crawley is governed by Church Crawley, a rapidly growing Church in the centre of Crawley that is part of the HTB network.

The Vision: For us here in Crawley, our vision is to Love Jesus, Love Church, Love People and Love Crawley.

The Mission: Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture. Each member of staff plays a key role in contributing to our vision.

Our Values: Church Crawley is a vibrant family of churches in Crawley seeking to play its part in the evangelisation of the nations, the revitalisation of the church and the transformation of society, by loving Jesus, loving church, loving people and loving Crawley.

At our core we are filled with the Holy Spirit. We are humble, not thinking too highly or too lowly of ourselves, knowing our identity is secure in Jesus. We are hungry: hungry to grow in relationship with Jesus, to serve, hungry for Crawley. We are home, a welcoming place where everyone is seen, heard and loved a place of both comfort and challenge.

From humble comes aspiring for excellence, bringing our best as we honour God with our skills and abilities. From hungry comes generous, pouring out all we have, giving our time, energy and resources. And from home we want to be risk takers for the kingdom of God, not taking ourselves too seriously but taking God really seriously. We know we're not risking our reputation but God's, and he is so big he can take it.

Who are we: At Church Crawley we are a faith community. All our teams, including the staff team, pray together whenever we meet, sharing prayer and worship times throughout our working week. We exist to promote the whole mission of the church, pastorally, evangelistically, and socially, and this extends into our staff team where we seek to ensure that everyone who joins us will thrive in our

environment, able to contribute to our community of shared faith. Our roles, therefore, have a genuine occupational requirement to ensure protection of our strong Christian ethos and values.

- All staff are expected to live out Church Crawley values as they represent Church Crawley externally
- All Church Crawley staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities

We have a fast-paced working environment where we strive for excellence in everything we do. Our ethos is to be grateful, gracious and professional, and we endeavour to thread this through every part of the organisation and every interaction. It is an exciting and challenging place to work and is full of variety. We aim for a 'can do' environment where innovation and creativity is encouraged, alongside serving others. Staff community is warm and engaging with lifelong relationships being built.