



# Recruitment Pack





## About us

Founded in 2020 by members of the LGBTQIA+ community, we exist to support, represent, and celebrate LGBTQIA+ individuals living & working in Crawley.

As Crawley's LGBTQIA+ hub, we proudly engage with local community members, offering support and connection. Through outreach campaigns, informative workshops, and educational talks, we raise awareness of the challenges faced by the local LGBTQIA+ community.

We strive to elevate Crawley as a safe and welcoming place for LGBTQIA+ people. We maintain a visible presence through branded activities and operate an email service that signposts individuals to professional help when needed.

Our organization fosters an inclusive community by hosting social groups and events in safe spaces that encourage peer support, friendships, and a sense of belonging. Our flagship event, Crawley Pride, is an annual celebration open to all, featuring live performances, a fun fair, community stalls, food vendors, and safe spaces for various groups and workshops.

Over the next three years, we aim to establish strong relationships with other local trailblazers and grassroots organizations to expand our platform and reach. We believe by building a strong network of individuals and community leaders, we can create a more inclusive and supportive environment for all LGBTQIA+ individuals in Crawley, and be an active voice for the community in spaces where the LGBTQIA+ is silent or missing.

# COMMUNITY SUPPORT OFFICER

- **Location:** Crawley (office & community based with possibility of remote working)
- **Reports To:** Directors
- **Job Type:** Part-time (24 hours per week)
- **Salary:** £22,464 (starting rate)

The Community Support Officer will play a crucial role in developing and maintaining community engagement for Crawley Pride and other Crawley LGBT services and activities. This position is responsible for consulting with the local community, evaluating the findings, recruiting volunteers, and responding to community requests for support. The ideal candidate will be passionate about supporting the LGBTQIA+ community, skilled in building relationships and capable of managing diverse tasks with attention to detail.

## Key Responsibilities:

### Community Engagement & Consultation

- Develop and deliver a large-scale consultation at each Crawley Pride event, ensuring inclusive participation from all community members.
- Develop and implement new methods for engaging the community in all relevant Crawley LGBT services and activities.
- Monitor and capture feedback from all community engagement activities to assess satisfaction and gather insights for improvement.

### Feedback & Evaluation

- Lead the production of evaluation and impact reports for all community services and activities, assessing their effectiveness and outcomes.
- Annually survey beneficiaries, volunteers and staff for feedback on services and activities, using the results to improve offerings and identify new opportunities.
- Maintain accurate records of community engagement activities, including feedback, data and evaluation reports.

### Volunteer & Partner Coordination

- Engage, recruit and coordinate stallholders, community groups and other partners to participate in Crawley Pride.
- Lead recruitment of 30+ volunteers to assist with the delivery of Crawley LGBT events.
- Provide support to volunteers who face sensitive situations, offering guidance and referring them to additional support if necessary.

### Community Support Services

- Oversee an email support service for individuals seeking help, providing advice and signposting to professional services as needed.
- Manage and respond to requests from the wider community, including community groups seeking support. Take relevant requests to the General Manager for further action and support.

### Relationship Building & Stakeholder Engagement

- Build and maintain relationships with local community groups, organisations and trailblazers within the LGBTAIQ+ community.
- Work collaboratively with stakeholders, ensuring that community needs and requests are understood and addressed.

### Administrative & Reporting Duties

- Keep records of all meetings and learning and development activities carried out by the Community Support Officer.
- Provide regular updates and reports to the Directors at monthly meetings, summarising community engagement efforts, volunteer recruitment and key feedback.

### **Qualifications & Skills:**

- Experience in community outreach, engagement, or support, preferably in the LGBTQIA+ sector.
- Strong communication and interpersonal skills, with the ability to engage diverse groups and build relationships.
- Ability to handle sensitive information and provide appropriate support to individuals in need.
- Strong organisational skills, with the ability to manage multiple tasks, deadlines and reporting requirements.
- Proficiency in office software, data management and basic reporting tools.

### **Desirable:**

- Understanding of the challenges faced by the LGBTQIA+ community, including mental health and support services.
- Knowledge of local resources and networks for the LGBTQIA+ community in Crawley or the surrounding area.
- Demonstrated ability to recruit volunteers and collaborate with community stakeholders.

# How To Apply

Please send your CV and a cover letter detailing your experience and suitability for the role to [pride@crawleylgbt.com](mailto:pride@crawleylgbt.com) by Sunday 23rd March 2025.

Video submissions will be accepted. Please send to [pride@crawleylgbt.com](mailto:pride@crawleylgbt.com)

Our two stage interview process will be arranged for week commencing 24th March 2025

Both roles are an exciting opportunity for a dedicated individual to make a meaningful impact within the LGBTQIA+ community. If you are passionate about community support and want to play a key role in empowering individuals and organisations within Crawley's LGBTQIA+ community, we would love to hear from you!

Good luck !

