

# Do you want to work for an award winning charity?

Are you looking for a rewarding career, with great benefits?

Telford & Wrekin CVS are looking for value driven people to join our dynamic and diverse team.

**Live Well Community Hub Co-Ordinator Application Pack**

**Closing Date: Friday 28<sup>th</sup> November 2025**

# Why work for Telford and Wrekin CVS?

We were founded in 1989, and were awarded the Queen's Award for Voluntary Service, which is the MBE for voluntary groups, in 2016. We would not be so successful if it wasn't for our biggest asset... our dedicated, passionate and hard working employees.

We reward our amazing staff with great benefits: -

- Incrementally increased annual leave entitlement up to a maximum of 36 days per year (including Bank holidays). A great reward for long service!
- Opportunity to purchase additional annual leave.
- Company sick pay after successfully completed probationary period of up to 1 month full pay followed by 1 month half pay.
- Our staff can receive up to £300 with our Employee Referral Scheme by recommending friends, family or personal contacts for our job vacancies.
- Flexible working; we understand that life does not always go smoothly, so we will try to be flexible when you need us to be, we believe that this will mean that you will be flexible for us when our vulnerable service users need you the most.
- Paid bereavement leave of up to 5 working days.
- Company pension scheme to include additional life assurance cover of 3 times your annual salary.
- Reimbursement of out of pocket expenses to include mileage at 45p per mile.
- We provide relevant training to ensure all our staff are highly skilled, through a comprehensive training programme designed to provide the best service to our clients.
- We are a recognised carer friendly employer.



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*



- Staff discounts at many shops at Telford Centre
- Reduced rates on Paycare Health Cash Plan
- Reduced rates on Gym membership

We pride ourselves on our values, everything we do is based on them, from recruitment of our staff, to when they move on to pastures new, and absolutely everything in between!

Our values are the basis of all the work we do with our service users, our business partners, our funders and our community.

If our values are important to you too, then you'll enjoy and be fulfilled working with us. We believe that tasks and processes can be taught, but our values need to be an integral part of our prospective employees lives.

If you share our values, then you may be the right person for us and a career with us will give you huge job satisfaction.

## Our Values

Support &  
Collaboration

Innovation  
& Openness

Passion &  
Commitment

Honesty,  
Fairness,  
Equality &  
Integrity



Don't believe us? Here's what our staff have to say.

I have loved my time at the CVS and it fits in very well with my caring role.

I think it is a lovely place to work, with a dedicated workforce of like-minded, caring and committed people.

I know that as a team we are listened to.



My manager has been especially supportive with my emotional and physical wellbeing throughout what has been a very difficult year in my personal life.



## What does Telford and Wrekin CVS do?

We provide information, advice and guidance to children, adults and family members living in Telford on a range of topics.

On behalf of funders and through donations we deliver: -

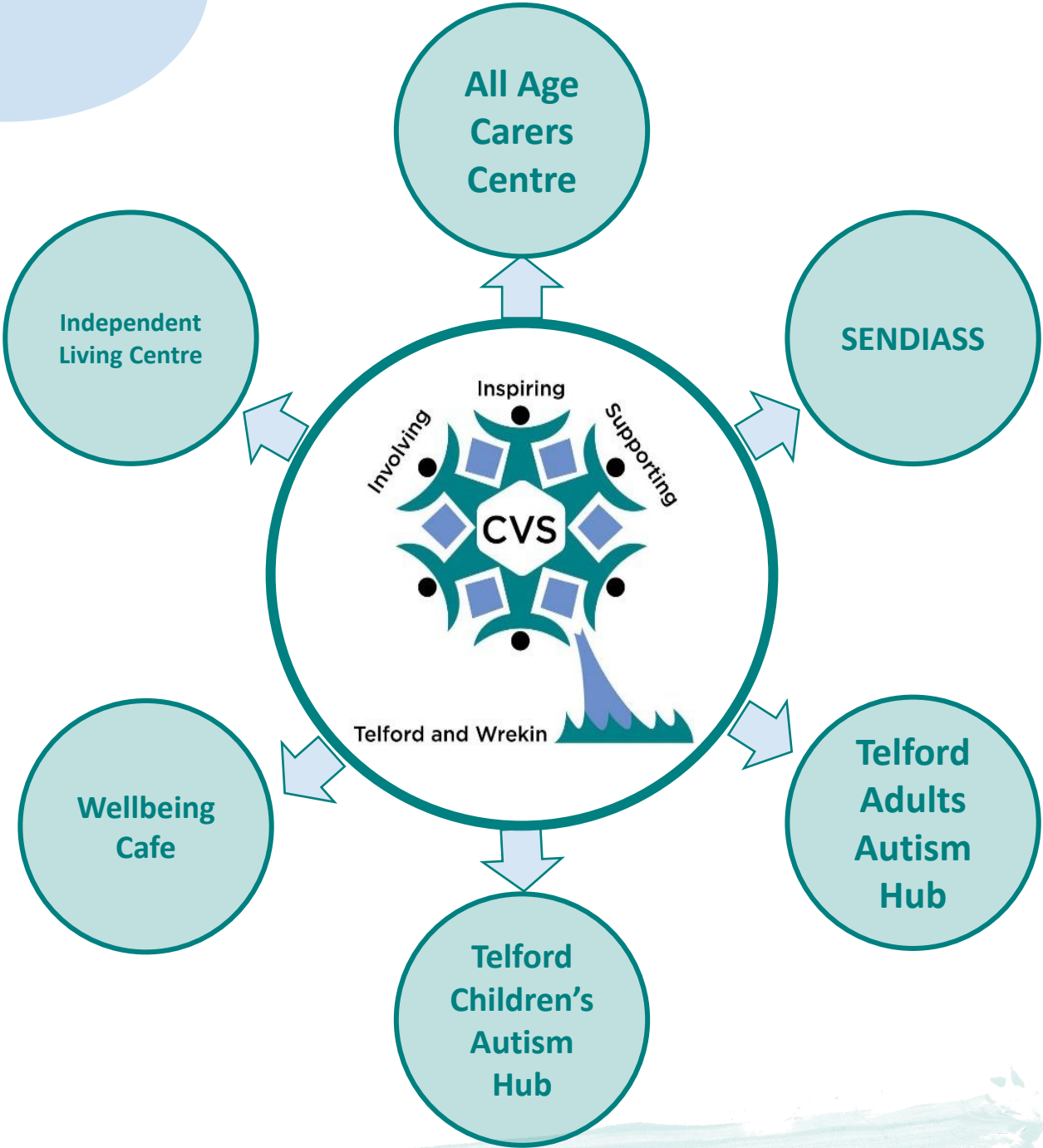
- The all aged Family Carers Service including respite activities for children and adults to have a break from their caring role
- A weekly youth club for children aged 5-18
- A community café providing bespoke work placements for people furthest away from the job market
- Telford's SENDIASS for children with a special educational need and their parents seeking support with education, health and care
- Telford Autism Hubs for children and adults living with autism in Telford
- A programme for adults with a learning disability to increase their health inequalities including access to employment
- Wellbeing Independence Partnership service supporting adults with access to health and social care community based solutions
- An Independent Living Centre supporting access to services for people to live well closer to home

We work alongside many partners across the voluntary and community sector, with statutory partners in Shropshire, Telford and Wrekin NHS and Telford and Wrekin Council and Midland Partnerships Foundation trust. We are a trusted partner who welcomes working alongside the corporate sector to enhance our services. Telford and Wrekin CVS are innovative and responsive to local needs. We seek to find positive solutions and pathways to enable people to be empowered and to find the right information at the right time.





# So what are Telford and Wrekin CVS's projects?



Click on each circle to visit their websites.

# Job Description

Job Title:	Live Well Community Hub Co-ordinator
Responsible To:	Service Manager – All Age Carers Centre
Hours:	15 hours per week
Period of Employment:	Fixed Term Contract until 30 <sup>th</sup> June 2026
Salary Scale:	CVS F03
Salary:	£10,381.18 per annum (FTE: £24,914.82 per annum)

## Job Purpose:

Telford & Wrekin CVS and CAB are partnering with Telford & Wrekin Council to help support the implementation of Live Well Community Hubs (LWCH) across the borough. LWCH are both intelligences led, and asset based and will offer an expected level of face-to-face service where residents can get information, advice and guidance in one place / space, which is familiar to them. From the hubs, residents (family members or friends) can then take action or be provided with the right support. The Hubs will operate on different days of the week and times to suit local need and wider accessibility across the borough. Based on feedback from a number of services, particularly around capacity and footfall, it is proposed that all LWCH operate for the duration of two hours.

The LWCH offer is built around four main elements of support: Health Promotion / Improvement, Adult Social Care Information Advice and Guidance, Social & Community Support and Wellbeing (Low level Mental Health) in supporting better health outcomes and ensuring this is approached holistically due to the impact of wider determinants of health on residents and communities. The first LWCH launched in April 2024 and showed how true coproduction could work in practice. Core Partners (Telford & Wrekin Council Health Improvement and ILC, Madeley Town Council and Telford Mind) worked together to promote the hub not only to residents but other support services. There was a great response from a range of services who saw the benefit of giving their time to talk about their offer in a dedicated space at the same time as others. Feedback highlighted that services benefited from the promotion of the hub and had more people come to them because other services were present, and they learnt about other services who they could signpost to. Support services are not there every week, but whichever ones are they do advocate for each other.

## Main Duties and Responsibilities:

Coordinators from Telford & Wrekin CVS and CAB will support core partners and Telford & Wrekin Council to ensure there is a good and consistent offer to residents across all hubs. At specific hubs, coordinators will be responsible for the following. For some hubs there will be exceptions as other organisations have taken a lead role. This will be discussed and agreed prior to the launch of the hub.

# Job Description: continued

## Promotion

To ensure voluntary and community sector partners and the public are aware of forthcoming hub sessions via promotion, such as: -

- Share and create social media posts
- placing information in local newsletters including a monthly feature in Healthy Telford
- supporting delivery of flyers to specific streets, locating posters in local shops and community venues
- ensuring A board is updated with forthcoming events or services
- send information to the Local Authority to keep the Live Well website up to date about specific hub events which differs from the core offer
- encourage partner organisations to share promotion

## Meet and Greet

- Attendance as a LWCH representative
- Meet and greet the public and signpost to the right service / organisation, recording why and what the person enquired about
- If the service or organisation is not present, utilise Live Well Directory and own knowledge (capture if any specific support requested which LWCH is not providing)
- For some hubs, get refreshment station ready.

## Reporting and monitoring

- Consistent data capture of attendance and feedback for improvements
- Support and encourage all stakeholders / partners, groups / organisations and leads, to complete monitoring forms after each session
- Encourage public to complete form capture, basic information such as where from, why they came, was the support they received helpful. (QR Survey form or captured verbally).
- Always try and follow up any good news stories / case study

## Scheduling

Central co-ordination which could include: -

- Contacting organisations using the gaps identified and underrepresented attendance, bringing in targeted services and signposting into that Live Well Hub
- Contacting parish / representatives to gain feedback
- Create schedule (in addition to core partners) where possible 3 months in advance utilising the communications plan where key dates will be detailed that highlight local and national campaigns
- Help to coordinate delivery of specific sessions that address hot topics / themes e.g. Carers Week. Including key contacts for other LWH co-ordinators to utilise

## General

Support VCSE Engagement. Create a list of appropriate borough wide community health organisations to engage and those that are local to each hub.

# Job Description: continued

The successful applicant may from time to time be asked to carry out other duties within the organisation in line with the requirements of Telford & Wrekin CVS.

Telford & Wrekin CVS operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy office environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

## Qualifications / Experience

Evidence of a solid general education is required together with GCSE A\*-C / 9-4 or equivalent including English and Mathematics. Developed keyboard skills and the ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding or knowledge of Access are also essential.

Evidence of further education or training that would support your application.

## Hours of Work:

Normal office hours:  
Monday – Thursday: 9.00 am - 5.00 pm  
Friday: 9.00am – 4.30pm  
“Out of Hours” work may be necessary.  
Time off in lieu can be arranged (overtime is not paid).

## Place of Work:

Office:  
12 & 15 Hazledine House,  
Central Square,  
Telford Centre,  
Telford.  
TF3 4JL  
You will be required to work out in the community & at any of our other premises.



## Job Description: continued

### Further Information:

**The postholder may be required to undertake an Enhanced Disclosure and Barring Service check.**

Where the post holder will work in contact with Children or vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS Code of Practice; a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.

**The post holder will be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.**

# Person Specification

Factor	Essential	Desirable
Education	<ul style="list-style-type: none"><li>• Evidence of a solid general education and GCSE English Language pass at A*-C / 9-4 level is required along with good keyboard skills and the ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding of Access.</li><li>• Numerate.</li><li>• Good standard of literacy.</li><li>• Commitment to personal development</li></ul>	
Experience	<ul style="list-style-type: none"><li>• Demonstrate proven experience of working directly with families needing support within the community.</li><li>• Experience of developing / delivering effective sign posting and supporting access to services.</li><li>• Experience of working within a team in a demanding environment.</li></ul>	
Skills, Abilities and Knowledge	<ul style="list-style-type: none"><li>• Excellent communication skills (verbal and written) and the ability to influence a variety of audiences.</li><li>• Good negotiating skills and the drive and commitment to achieve positive outcomes for service users and colleagues.</li><li>• Ability to work on own initiative, work well under pressure, prioritise work and manage time effectively when lone working.</li></ul>	<ul style="list-style-type: none"><li>• The commitment and ability to develop positive relationships with service users, colleagues and external organisations.</li><li>• Understanding of the varied needs of families and community-based services available.</li></ul>

# Person Specification (continued)

Factor	Essential	Desirable
Skills, Abilities and Knowledge (continued)	<ul style="list-style-type: none"><li>• A good listener with the skills and qualities to engage, motivate and empower families / service users (including those who may be reluctant to engage) encouraging them to work positively with local services.</li><li>• Ability to make effective assessment of need.</li><li>• Working knowledge of Protection of Vulnerable Adults &amp; Children</li><li>• Understanding of the importance of confidentiality and the need to treat sensitive information in line with the Data Protection Act.</li><li>• Friendly, approachable, caring, empathic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgmental, organised, assertive, tactful and decisive.</li><li>• Ability to work effectively as part of a larger team within a framework of policies and procedures.</li><li>• Good IT skills.</li></ul>	
Equal Opportunities	<ul style="list-style-type: none"><li>• Able to demonstrate integration of equality and diversity into practice and service delivery.</li></ul>	
Personal Attributes	<ul style="list-style-type: none"><li>• A creative and proactive approach to all areas of work with a 'can do' attitude</li><li>• Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation</li></ul>	



## Person Specification (continued)

Factor	Essential	Desirable
Personal Attributes (continued)	<ul style="list-style-type: none"><li>A strong ethos on passion and commitment- you will commit time, energy and will take personal responsibility for getting things done.</li></ul>	
Other requirements	<ul style="list-style-type: none"><li>Willingness to work flexible hours, evenings and weekends.</li><li>Willingness to attend training and meetings.</li></ul>	<ul style="list-style-type: none"><li>A full current driving licence and access to own transport is important to meet the requirements of this post.</li></ul>

### Further Information:

For an informal discussion contact Jeni Kuczynska, CEO, on (01952) 916081 or by email [jeni.Kuczynska@tandwcvcs.org.uk](mailto:jeni.Kuczynska@tandwcvcs.org.uk)

Please return completed application form to Karen Morrow, Senior Manager - HR, email [karen.morrow@tandwcvcs.org.uk](mailto:karen.morrow@tandwcvcs.org.uk)

# Application Form

## Please fill in electronically

### Personal Information (Confidential)

Personal Details	
Surname:	
Forename(s):	
Full address:	
Telephone Number:	
Email Address:	
National Insurance No:	
Do you hold a current driving licence? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Expiry Date:	
Details of any endorsements (if none, please insert "N/A")	
Do you have a current right to work in the UK? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, please provide details:	

## Education

[illegible]



## Details of any professional qualifications

## Details of any in-service training

## Employment History

[illegible]

**Please note here any other employment that you would continue if you were to be successful in obtaining this role:**

**Special interests / hobbies & experience including voluntary work**



**Special interests / hobbies & experience including  
voluntary work (CONTINUED)**

**Why do you want the job?**  
**What particular skills, experience or values would you bring**

**Why do you want the job? (CONTINUED)**  
**What particular skills, experience or values would you bring**

## References

Please note here the names, company name (where applicable) and addresses of two people we can contact for both work and character references. Please note that one must be from your most recent employer, where possible.

1.

2.

## Criminal Record

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Please note here any criminal convictions except those 'spent', or otherwise 'protected', under the Rehabilitation of Offenders Act 1974.

## Please tell us where you heard about this vacancy



## Data Protection Statement

All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, by the referees you have noted, and the educational institutions with whom we may undertake to verify your qualifications with, for recruitment purposes only. The Company will treat all personal information with the utmost confidentiality and in line with current data protection legislation. We rely on the lawful basis of consent to process the information provided by you in this form.

Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.

For more information on how we use the information you have provided, please see our job applicants privacy policy which is attached to this form.

## Declaration

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment offered. I understand that any offer of employment is subject to the Company being satisfied with the results of series of relevant checks including references, eligibility to work in the UK, criminal convictions, probationary period and a medical report (in line with the operation of the Equality Act 2010).

Signature:	
Date:	

Return this form to:	Email to:  <a href="mailto:Karen.morrow@tandwcvs.org.uk">Karen.morrow@tandwcvs.org.uk</a>
	Or post to:  FAO Karen Morrow Suite 12 & 15 Hazledine House Central Square Telford Centre Telford Shropshire TF3 4JL

## Job Applicants Privacy Policy

**Data controller: Telford and Wrekin CVS**

**Data protection officer: Debbie Gibbon, 01952 262066,**

**[debbie.gibbon@tandwcvcs.org.uk](mailto:debbie.gibbon@tandwcvcs.org.uk)**

As part of any recruitment process, the Company collects and processes personal data relating to job applicants. The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### What information does the Company collect?

The Company collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number;
- Details of your qualifications, skills, experience and employment history;
- Information about your current level of remuneration, including benefit entitlements;
- Whether or not you have a disability for which the Company needs to make reasonable adjustments during the recruitment process;
- Information about your entitlement to work in the UK; and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Company may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Company may also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

### Why does the Company process personal data?

The Company needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

## **Job Applicants Privacy Policy (continued)**

The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Company to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Company may also need to process data from job applicants to respond to and defend against legal claims.

The Company may process information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Company processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

For some roles, the Company is obliged to seek information about criminal convictions and offences. Where the Company seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The Company will not use your data for any purpose other than the recruitment exercise for which you have applied.

### **Who has access to data?**

Your information may be shared internally for the purposes of the recruitment exercise.

The Company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Company will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Company will not transfer your data outside the European Economic Area.

### **How does the Company protect data?**

The Company takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

## **Job Applicants Privacy Policy (continued)**

### **For how long does the Company keep data?**

If your application for employment is unsuccessful, the Company will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Company to change incorrect or incomplete data;
- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the Company during the recruitment process. However, if you do not provide the information, the Company may not be able to process your application properly or at all.

### **Automated decision-making**

Recruitment processes are not based solely on automated decision-making.