Financial Resilience Coordinator BCP
Personal Specification

We're seeking an individual who combines strong interpersonal skills with a passion for supporting people experiencing financial hardship. The successful candidate will be able to build effective partnerships, develop volunteers, deliver training and support programmes, and contribute to improving financial resilience across local communities.

Core competencies

- Strong interpersonal skills, including the ability to build positive and constructive relationships with individuals, volunteers, churches, foodbanks and partner organisations.
- Partnership working, with the ability to collaborate effectively with community organisations and specialist agencies.
- Volunteer leadership and development, including recruitment, training, coaching and ongoing support.
- Ability to support people facing hardship with empathy, professionalism and appropriate boundaries.
- Confident facilitation and training skills, delivering courses, workshops and group sessions effectively.
- Strong organisational and administrative skills, including maintaining accurate records and evaluating outcomes.
- Understanding of safeguarding, GDPR, health and safety, and the appropriate management of risk.
- Ability to work independently, manage competing priorities and demonstrate initiative and resilience.

Essential experience

- Experience in a customer-facing, advisory, church, welfare, health, community or support-based role.
- Experience working with, coordinating or supporting volunteers.
- Experience delivering training, workshops, courses or group-based activities.
- Excellent communication skills, including active listening, empathy and the ability to explain information clearly.

- Experience building and maintaining effective relationships with community partners and stakeholders.
- Competent IT skills, including Microsoft Office and the ability to learn new systems.
- Ability to travel between Bournemouth, Christchurch and Poole foodbank sites, satellite locations and partner venues.

Desirable experience

- Supporting people experiencing financial hardship, debt, poverty or crisis.
- Knowledge of money guidance, debt advice, benefits advice or income maximisation services.
- Delivering financial capability, budgeting, wellbeing or life-skills programmes.
- Developing training resources, workshops, toolkits or digital content.
- Knowledge of the local voluntary, community, faith or foodbank sector.
- Experience of church engagement, community outreach or community development.

Personal qualities

- Committed to working in line with the values and ethos of Faithworks. While the post holder is not required to be a Christian, they will be expected to work respectfully within a Christian organisation and support its mission and values.
- Passionate about supporting people experiencing financial hardship and helping communities thrive.
- Friendly, approachable and able to build trust with people from diverse backgrounds.
- Demonstrates integrity, compassion and professionalism in all aspects of their work.
- Flexible, proactive and committed to continuous learning and improvement.
- Resilient and adaptable in a changing environment.

Safeguarding

Faithworks is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to share this commitment. The successful candidate will be subject to a DBS check and satisfactory references.