



Participation Coordinator Recruitment Pack

Overview

Job Title: Participation Coordinator

Reporting to: Participation Manager

Hours: Full time, 37.5 hours/5 days per week (we are happy to discuss flexible working options)

Salary: £34,000

Contract: Fixed Term until March 31st 2026 (role to be reviewed and extended dependent on funding)

Location: Hybrid - There will be frequent onsite working at our Kennington office and additional locations in London with the option to work from home when not required to travel, as agreed with your line manager. Travel to other areas may be required as and when needed.

Benefits: 5% employer pension and 28 days annual leave plus bank holidays

This is a new role in our Participation Team to help us deliver our work amplifying the voices of people with lived experience to find solutions to homelessness and health inequalities. The post holder will lead a few projects and partnerships, with responsibility for planning and delivering activities and monitoring their progress.

Some examples of current projects are:

- Coordinating and supporting a group of six people with lived experience to co-design an immersive audio story and campaign to improve the health of people living in temporary accommodation in London.
- Working with the City of London Corporation to embed meaningful co-production practices in their homelessness services; bringing people with experience of homelessness, frontline staff, and commissioners together to improve service design and delivery.

Your main task will be to coordinate groups of people with lived experience of homelessness and health inequalities, alongside Groundswell peers and colleagues, services, local authorities, funders and policymakers.

We are looking for someone with great interpersonal skills who can comfortably engage with different stakeholders. You will be well-organised, self-motivated, and confident facilitating groups to co-create positive change.

We encourage a culture of learning and knowledge sharing. We are looking for someone who thrives on a flexible and varied workload and embodies participatory approaches.



Above all, you will be enthusiastic to represent an organisation that puts people with lived experience at the heart of everything they do.

The post holder will play a key role in delivering Groundswell's new strategy and our Stronger Voices goal (see below).

About Groundswell

Our Vision

Our vision is for a society which is fair, inclusive and equal.

We need equitable access to a healthier life and a better future for anyone with experience of homelessness.

Our Mission

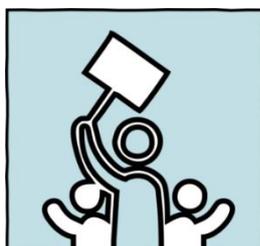
Our mission is to bring people together to:

- Amplify voices of people with lived experience to create solutions to homelessness and health inequalities.
- Stand in solidarity and champion their rights, to create positive change.

Our Strategy

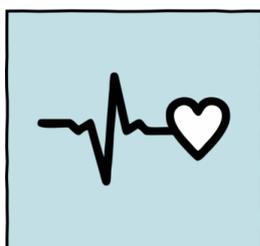
We co-produced our strategy with staff and volunteers with experience of homelessness. We're proud to have remained true to our values of participation and co-production.

Stronger Voices, Healthier Lives, Better Futures, Greater Together



People with experience of homelessness must inform the solutions – because they understand the problems people face.

At every stage, we will hear, unite and amplify more voices of people with lived experience to speak out. Through participation we will build a stronger, more inclusive community to create change – through our organisation, in services, our sectors and wider society, locally and nationally.



Homelessness is a health emergency.

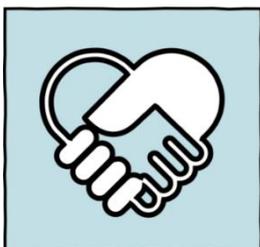
We will work to end health inequalities for people who have or are experiencing homelessness through advocacy, practical support, information and by influencing people, policy and services.



Everyone deserves a better, more hopeful life and future.

Lived experience of homelessness can lead to barriers that impact people's life chances.

Recognising the potential in everyone, we will provide more opportunities and support for people with experience of homelessness to progress if, and when, they are ready.



We can't achieve our goals alone – we are more impactful when we pull together.

We will become more effective and sustainable, building on our culture of relationships, compassion and transparency, and working closely with partners to learn, share and create change.

If you'd like to read our full strategy document, you can find it [here](#).



About the Participation Team

Groundswell's Participation team lead a variety of projects to facilitate the involvement of people with experience of homelessness to influence services and systems that affect their community.

Participation Coordinator Key Responsibilities

Participation and coproduction

- Convene and coordinate groups of people with lived experience of homelessness or health inequalities alongside Groundswell peers and colleagues and external stakeholders (services, local authorities, funders and policymakers) to co-create positive change.
- Co-design projects with input from participants and partners and ensure they are kept up to date with project progress and findings.
- Design and facilitate group sessions, such as workshops, training, focus groups or regular meetings, both online and in person.
- Write and produce project resources such as toolkits or handbooks.
- Support Groundswell colleagues to co-design robust and ethical principles, processes and practices for participation of people with lived experience of homelessness or health inequalities.

Project coordination

- Plan and deliver activities in line with project objectives, timeframes and budgets.
- Record learning and feedback and monitor progress towards change.

Stakeholder engagement

- Engage with stakeholders from the health and homelessness sectors to promote good participatory practices and find opportunities to work together.
- Contribute to Groundswell's internal communications and ensure our participation work is informed by all strands of Groundswell's work.

Volunteer and peer support

- Promote opportunities for people with lived experience of homelessness or health inequalities to participate in projects and activities.
- Support peers with experience of health and homelessness inequalities to share experiences and insight to make positive change, ensuring psychological safety and removing barriers to participation.



- Work with Participation and Progression colleagues to ensure that peers are supported to progress towards personal goals.

Groundswell responsibilities and the Groundswellian Way

- Act in line with our code of conduct, the Groundswellian Way, in all interactions with colleagues and third parties in the course of work. The Groundswellian Way states:
 - o We want a safe, friendly and respectful working environment
 - o We want to encourage transparent communication to ensure everyone knows what is expected of themselves and the organisation
 - o We want everyone to feel valued and celebrate our individual strengths
 - o We want to promote diversity, equity and fairness in all we do
 - o We want to encourage collaboration and working together



Person Specification

We welcome all applicants and value transferable skills gained through employment, volunteering and life experience.

If you are excited about this role but don't meet every requirement, we still encourage you to apply. Your unique experience and perspective could be exactly what we're looking for.

Essential

- Personal or work-related experience of homelessness and/or inclusion health systems.
- Good understanding of co-production, participation and other user or lived experience engagement approaches.
- Experience of successfully coordinating or managing groups of people, providing regular support and communication and responding to feedback.
- Experience of engaging with a variety of stakeholders in different environments and sectors, influencing and communicating with people at all levels.
- Experience of organising, designing and facilitating online and in-person meetings and workshops.
- Experience of planning activities to meet project objectives and deadlines and monitoring their progress.
- Committed to participation; willing to listen and take direction from peers and contribute to a supportive and collaborative team.
- Exceptional interpersonal skills and ability to build trust and rapport quickly.
- Demonstrable ability to communicate information in clear, creative and accessible ways to different audiences.
- Self-motivated and well-organised, able to plan and prioritise workload and operate independently.
- Flexible and adaptable – enjoys responding to changing projects and relationships.
- Confident using the internet for research, Microsoft Office suite, and online facilitation tools such as digital whiteboards.

Desirable

- Understanding of systems thinking approaches, including systems mapping and stakeholder analysis.
- Experience of project management.
- Experience of campaigning or influencing.



Why join Groundswell?

Key Benefits

- 28 days annual leave plus bank holidays (pro rata for part time roles)
- 5% employer pension
- Flexible working options, including hybrid and part-time arrangements
- Reflective practice with a trained therapist for all team members

Culture

- **Support** - Regular guidance, support and the opportunity to reflect on your work through regular one to ones with your Line Manager
- **Teamwork** - Regular opportunities to contribute to and learn from the wider Groundswell team
- **Strategic input** - Opportunities to input into Groundswell's strategic direction
- **Voice** – The ability to input into working practices that impact you, and to know where to turn if any problems arise.



Application and Interview Process

Please let us know if you would like to request any accommodations or adjustments throughout the application and interview process. We will be very happy to support these wherever possible to give all applicants the best opportunity to showcase their skills and experience.

1. Application

To make an application, please submit your **CV** along with a **cover letter (no more than 2 pages)** which explains:

- How you meet each of the areas outlined in the person specification above
- Why you are interested in doing this job at Groundswell.

You can find a guide to applying for a job at Groundswell [here](#), which includes tips for constructing your cover letter.

Please also send a completed **Equal Opportunities Monitoring Form** with your application. You can find the form [here](#). Completing this form is voluntary. The information provided will be kept confidential and will be used to help us understand the diversity of our job applicants so that we can hold ourselves accountable and continue to improve in relation to our Equity, Diversity, Inclusion and Belonging Policy. None of the information you provide will be linked to your application, and the information provided will have no bearing on the outcome of the recruitment process.

The deadline is **Wednesday April 30th**. Please submit your application by email to jobs@groundswell.org.uk with the subject line Participation Coordinator application.

2. Interviews

Candidates will be notified if they have been invited to interview by **May 7th** at the latest. We are a small charity with limited resources and are unable to give feedback on unsuccessful applications before the interview stage. If you have not been notified by this date, then please assume you have been unsuccessful on this occasion.

Interviews will then be held on week commencing May 12th.

3. Pre-employment checks

Two references will need to be taken up before a job offer can be made. Please include reference details in your application. One should be your current or most recent employer, and the other someone who has known you in a professional capacity for at least two years. **We will not contact any referees before the interview and only after you grant consent.**

Many thanks for taking the time to look into this role – it is an exciting opportunity, and we hope you will consider applying.



If you would like to discuss this role before applying then please contact us at jobs@groundswell.org.uk and we will get back to you as soon as we can.

[We care about your privacy; read here how we manage your personal data.](#)

