



Job Specification: East Surrey Women's & Girls Hub

Senior Coordinator

16 hours per week at £32,000 - 36,000 pro rata p/a depending on experience, which equates to £13,653 - £15,360 p/a.

As a 'by and for' role, this post is open to female applicants only. We actively welcome applications from women from underrepresented groups.

Hours & Terms: 16 hours per week on Girls Hub days, including Tuesday (and likely Wednesday, from January 2026). Flexible working arrangements may be considered.

Location: East Surrey Women's & Girls Hub (ESWAG Hub) in Walton Community Centre, Manor Road, KT12 5NP (with local travel across East Surrey and Surrey).

Pre-employment Checks: Role is subject to satisfactory reference checks, proof of right to work in the UK, and an Enhanced DBS check.

About Voices of Hope

We are a growing organisation with ambitious plans and amazing staff and volunteers. As an organisation, we are efficient, creative, team-centred, and people-empowering. Together with the support of those in specific project teams, you will play a vital role in leading the overall strategic growth, operational integration, and delivery of our East Surrey Women's & Girls Hub (ESWAG) services.

Purpose of Job

The purpose of this job is to develop, lead, and outwork a cohesive, overarching strategy for the whole of East Surrey Women and Girls Services - further developing the reach across East Surrey, while embedding the newly launching Girls Hub (serving young girls aged 11–17), alongside the established Women's Hub .

Working closely with the Women's Hub Coordinator, you will ensure a consistent, integrated, and trauma-informed approach across all of our multi-generational provision. You will hold overall responsibility for driving two critical areas of growth:

1. **Launching and embedding the Girl's Hub** from November 2026

2. **Expanding the** geographical reach of our **overall services** to serve the whole of East Surrey, including a plan for partnerships, referral pathways and outreach across the East Surrey area

The role will report directly in to the Women's Services and Operations Director, and will:

- Act as a Deputy Designated Safeguarding Lead (DSL) to the DSL with oversight of the enhanced safeguarding standards for children and vulnerable adults across the ESWAGH.
- Develop and manage relationships with partners and referral pathways, including statutory and non-statutory partners such as the council
- Ensure strong governance across the Hub, reporting into the Director of Women's Services & Operations

Key Responsibilities

1. Strategic Leadership & Multi-Hub Integration

- **Cohesive Strategy Development:** In alignment with the Women's Services Strategy, lead on a joined-up strategy across both the East Surrey Women's and Girl's Hubs, ensuring shared values, trauma-informed practices, and seamless support pathways.
- **Collaboration with Hub sessional leads and partners:** Work closely with sessional delivery partners, as well as the Women's Hub Coordinator to align live sessional insights with overarching strategy, ensuring consistent service delivery and referral pathways, and encouraging ongoing growth within and across the Hubs sessions.
- **Geographical & Operational Growth:** Drive the expansion of services across East Surrey following local authority realignments, identifying unmet community needs and developing strategic outreach, partnership and referral pathways.
- **Girls Hub Launch & Delivery:** Lead the phased launch and ongoing development of the Girl's Hub starting in November 2026, establishing appropriate group programming, activities, and school/youth pathways. Working closely with council and charity partners to deliver a holistic support framework for girls aged 11–17.
- **Building Utilisation:** Maximise the strategic use of the new Walton Community Hub venue, optimizing multi-day programming and potential co-deliveries with partners, working closely with the WCH Coordinator.

2. Safeguarding, Governance & Risk Management

- **Senior Safeguarding Lead (Acting DSL):** Act as the senior escalation point for safeguarding concerns across the Women's and Girl's Hubs, managing complex multi-agency risks involving domestic abuse, self-harm, and minor protection in conjunction with the DSL.

- **Multi-Agency Pathways:** Establish and maintain robust safeguarding pathways with social care, schools, health teams, and statutory bodies across East Surrey.
- **Compliance & GDPR:** Oversee compliance with legal data protection regulations, parental consent frameworks for 11–17s, and record-keeping guidelines.
- **Risk Management & Health & Safety:** Maintain overarching responsibility for risk management within the EASWAG Hub, coordinating with the WCH Coordinator and ESWH Coordinator; embedding risk assessments, health and safety protocols, and operational compliance across all Hub spaces and activities.
 - Ensure clear escalation pathways for health, safety and risk concerns in all ESWAG sessions

3. Partnerships, Outreach & Funding

- **Strategic Partnerships:** Cultivate strategic relationships with statutory and non-statutory bodies including but not limited to: local authorities, VAWG sector leads, social services, youth organisations (eg. The Teen Project), RSAC and NSDAS, schools, as well as the police across East Surrey.
- **Referral & Pathway Building:** Establish clear, multi-directional referral pathways to ensure seamless transitions for women and young girls into appropriate Hub services or specialised external support.
- **Outreach:** agree a plan for outreach into women and girls across East Surrey; collaborating with the ESWH Coordinator
- **Fundraising & Reporting:** Work alongside the leadership team to identify funding opportunities, write grant applications, and produce comprehensive monitoring and evaluation reports (MEAL and Impact reporting) for funders and donors, and VoH purposes (ie. awareness building, website, Annual Impact Report, etc.)

4. People, Culture and Communication

- **Women's Services Team:** actively participate in the Women's Services Team; contribute to the overall Women's Services strategy and direction, as well as attend meetings, events and/or take up opportunities to collaborate across sessions/services, volunteer recruitment, Hubs, etc.
- **Direct Supervision:** Line manages the Women's Hub Coordinator and any dedicated Girl's Hub staff, providing ongoing guidance, professional development, and regular 1:1 supervision.
- **Volunteer Strategy:** Oversee the broader volunteer structure, ensuring adequate recruitment, induction, and safeguarding training across all Hub operations.
 - Oversee volunteers involved with the Girl's Hub sessions and services.

- **Culture Setting:** Foster an empowering, compassionate, and trauma-informed culture across the entire staff and volunteer team, and ensure that culture is the bedrock of all ESWAG Hub spaces, sessions and/or services.
 - Manage any live concerns or complaints from Hub attendees and service participants; escalate as appropriate.
- **Communication:** Develop a communications timeline, and design digital and printed materials to promote the ESWAG Hub, in line with the corporate branding and design guidelines.
 - Develop posters, leaflets, social media resources (using Canva).

5. Monitoring, Evaluation, and Learning (MEAL)

- **Impact & Data Analysis:** Oversee the collection, analysis, and reporting of quantitative and qualitative data demonstrating impact and learning, including participant demographics and need assessments (barriers, gaps and opportunities).
 - Design impact reports, data analytics tools/resources (ie. infographics), and learning tools.
 - Use participant feedback and sessional data to refine service delivery, address operational gaps, and inform strategic planning.
- **Skill Development:** Share learning across the wider Women's Services Team, and where relevant, the whole of VoH.

Summary of Terms and Conditions of Service

Location: The post holder will be an employee of Voices of Hope. This post is based at Walton Community Hub, Manor Road, Walton-upon-Thames, with regular sessional and outreach responsibilities across East Surrey.

Some staff meetings and events may also be held in Walton Community Hub and/or Hersham Centre for the Community, or additional locations. Some working from home (or other agreed local working space such as a Hub partner's office) may be pre-agreed with the line manager. Working arrangements will be agreed with the post holder and their line manager, the Women's Services & Operations Director.

Post Arrangements: This position is a part-time position on a permanent contract, subject to ongoing funding and the legal right to work in the UK.

The post is 16 hours per week, with core hours covering the ES Girl's Hub operating day on Tuesday, 3-6pm, with other days to be determined. Remaining hours will be flexible working hours (by agreement between employee and employer) to enable outreach activities, attendance at borough meetings and other activities that support the establishment and growth of the ESWAG Hub.

You will receive bi-yearly reviews with the Women's Services & Operations Director.

Probation: The post is subject to a 1 month probation period, during which the notice period is one week for either party.

Notice Period: 8 weeks

Annual Leave: 28 days plus bank holidays pro-rata. You will be eligible for a total of 28/33 leave days (20/25 leave days plus 8 bank holidays) per calendar year depending on length of service, calculated from 1 January to 31 December each year. Leave must be taken during office closures between Christmas and New Year.

Pension: Workplace pension scheme provided. After one month, employees earning at least £10,000 per annum are automatically enrolled onto Voices of Hope's workplace pension scheme in line with government requirements. Voices of Hope will contribute up to 6% of annual salary, matching the employee's contribution.

Expenses: Pre-approved out-of-pocket expenses paid in accordance with VoH policy. Travel to main work locations/Hubs is not covered.

Safeguarding & DBS: Post-holder must adhere strictly to VoH Safeguarding policies for children and vulnerable adults. The role is subject to an Enhanced DBS check (with Child and Adult Barred List checks).

Right to Work: Offer is contingent on the proof of legal right to work in the UK.

Person Specification

(All criteria are ESSENTIAL unless marked DESIRABLE)

As a "by and for" role, this post is open to female applicants only (exempt under the Equality Act 2010, Schedule 9, Part 1).

Note: We strongly encourage applications from women of all backgrounds, communities, and life experiences. We recognise that women—particularly those returning to the workplace, balancing caring responsibilities, or navigating complex life circumstances—often face unique barriers when applying for jobs. You may feel you do not meet every single criteria, or you might be hesitant about gaps in your work history or discounting the value of your transferable skills.

If you share our passion for supporting women and girls, and believe you have the heart, skills, and commitment for this role, we warmly encourage you to apply. We are dedicated to creating an inclusive, supportive environment where your lived and professional experiences are valued.

Note on the Use of AI: Please note that while we appreciate AI tools can be helpful when preparing your application, submissions are read and assessed by human reviewers. Given the person-centred nature of the organisation and this role, we want to hear your personal experiences, thoughts, and perspectives, and value hearing your own genuine words and thinking over an AI-generated response.

Qualifications & Education

- Bachelor's degree or equivalent, OR relevant proven experience working at a senior level in project coordination, service management, or community development, ideally with young people (ages 11-17)
- Safeguarding / Designated Safeguarding Lead (DSL) qualification (*desireable*) or proven experience leading on or managing safeguarding and willingness to complete the necessary DSL training (*essential*)

Experience

- **Lived or Work Experience:** Strong understanding of the local East Surrey area, its diverse communities, opportunities, and challenges.
- **Strategic Service Leadership:** Proven experience in developing and managing community-focused, trauma-informed services or multi-generational projects.
- **Growth & Project Delivery:** Demonstrable experience in launching new initiatives or expanding services into new geographical areas
 - Demonstrable experience launching youth/girls initiatives (*desireable*)
- **Safeguarding Leadership:** Significant experience managing complex safeguarding cases involving children (11–17) and vulnerable adults, including statutory multi-agency working
- **Line Management:** Proven track record of effectively line managing and leading staff and project teams/volunteers

- **Sector Knowledge:** Deep working knowledge of the Violence Against Women and Girls (VAWG), domestic abuse, mental health, or youth support sectors

Skills, Knowledge & Abilities

- **Trauma-Informed & Person-Centred Approach:** Expertise in designing and maintaining trauma-informed, safe environments for neurodivergent women, young girls, and individuals with complex needs
- **Strategic & Cohesive Thinking:** Ability to develop an overarching vision for East Surrey Women's Services while maintaining collaborative working relationships with internal and external stakeholders
- **Stakeholder Management:** Exceptional communication skills with the ability to network, negotiate, and build strategic partnerships across East Surrey statutory bodies, voluntary organisations, donors and schools.
- **Compliance & GDPR:** Strong understanding of UK GDPR, legal consent frameworks for minors (aged 11–17), and data governance.
- **IT Literacy:** Proficient in Microsoft Office (Word, Excel) and/or Google Workspace.
 - Ability to manage databases and digital reporting tools proficiently.
 - Experience designing on Canva (*desireable*)
- **Adaptability & Initiative:** Highly organised with strong problem-solving skills and the ability to operate effectively in a fast-paced, evolving organisation.

This job description covers the current range of duties and will be reviewed periodically. While VoH aims to reach mutual agreement on updates, it reserves the right to amend the job description or to assign other reasonable tasks commensurate with the role as required.

To Apply

Please send a Cover Letter and CV through to recruitment@voh.org.uk by midnight on **Monday, 5th October 2026**. This is a rolling recruitment - interviews may be held and an appointment may be made prior to the closing date. The target start date is as soon as possible.