

BOLD TEAM LEADER

# APPLICANT INFORMATION PACK

June 2026



# WELCOME

Dear Applicant,

Thank you for your interest in the position of Volunteer & Rainbow Neighbours Coordinator. On the following pages you will find more information about Switchboard, the role and how to apply.

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# PROUD SINCE '75

## Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ+ organisation.

This is an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ+ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

## Our Vision

is an inclusive and diverse society in which all LGBTQ+ people can realise their own unique potential.

## Our Mission

as a charity run by and for LGBTQ+ people, is to work to understand and respond to the needs of all LGBTQ+ communities in Sussex. We do this by listening, informing, and developing.

# THE ROLE

**Reports to: Gambling Harm & BOLD Service Manager**

**Location: Brighton & Hove**

**Salary: £24,000**

**Contract: 22 Hours p/w**

The BOLD Team Leader plays a dual leadership and coordination role across Switchboard's Rainbow Neighbours befriending service and the BOLD (Brighton Older LGBTQ+ Directory) wellbeing programme.

The postholder is responsible for recruiting, training, supporting, and supervising volunteers within Rainbow Neighbours, ensuring they feel confident, safe, and well supported to deliver high-quality, trauma-informed 1:1 and community-based support to LGBTQ+ people experiencing loneliness, isolation, or low-level wellbeing needs.

Alongside this, the postholder acts as day-to-day Team Leader for the BOLD programme, overseeing staff activity, providing 1:1 support and supervision, coordinating daily operations, and acting as the first point of contact for internal and external enquiries. They work closely with the Gambling Harms & BOLD Service Manager to ensure the smooth running, safety, and quality of all BOLD activities, groups, and community engagement.

# KEY RESPONSIBILITIES

## Volunteer Recruitment & Onboarding

- Lead the recruitment of new volunteers for the Rainbow Neighbours programme.
- Deliver a structured, trauma-informed induction and training programme, ensuring volunteers understand boundaries, safeguarding, lone working, and LGBTQ+-affirming practice.
- Carry out interviews, reference checks, and onboarding processes.
- Ensure volunteers feel welcomed, valued, and prepared for their roles.

## Volunteer Support, Supervision & Wellbeing

- Provide monthly health & wellbeing check-ins for all volunteers.
- Deliver monthly supervision sessions, ensuring volunteers have space to reflect, learn, and raise concerns.
- Offer debriefing following emotionally challenging sessions or disclosures.
- Maintain a supportive, inclusive, and psychologically safe volunteer culture.
- Identify when volunteers need additional support, training, or adjustments.

## Service Coordination & Delivery Oversight

- Match volunteers with service users based on needs, interests, and risk considerations.
- Oversee the delivery of 1:1 befriending, home visits, community outings, and social connection activities.
- Ensure volunteers follow all operational procedures, including check-in/check-out, lone working, and boundaries.
- Monitor the quality and consistency of volunteer-led support.
- Maintain clear communication with volunteers regarding updates, expectations, and service developments.

## Safeguarding, Risk & Safety

- Uphold safeguarding principles for the Rainbow Neighbours programme, escalating concerns appropriately.
- Ensure volunteers understand and follow safeguarding pathways, including responding to disclosures.
- Maintain accurate records of safeguarding concerns, wellbeing issues, and follow-up actions.
- Ensure all activities are risk-assessed and delivered safely.
- Support volunteers to recognise early signs of risk, distress, or boundary issues.

## Administration, Data & Reporting

- Maintain accurate volunteer records, supervision notes, and training logs.
- Ensure all volunteer activity data is collected weekly and submitted for monthly reporting.
- Support the preparation of quarterly commissioner returns by providing accurate, timely data.
- Manage scheduling, communications, and logistics for volunteer activities.
- Keep CRM and administrative systems up to date.



# KEY RESPONSIBILITIES

## Day-to-Day Operational Leadership

- Oversee the daily running of the BOLD programme, ensuring groups, activities, and community sessions operate smoothly and safely.
- Act as the first point of contact for staff, volunteers, partners, and service users engaging with BOLD.
- Provide real-time problem-solving, decision-making, and operational support during service delivery.
- Ensure the BOLD team has clear priorities, daily plans, and communication channels.

## Staff Support, Line Management & 1:1s

- Provide regular 1:1s, wellbeing check-ins, and reflective supervision for BOLD staff.
- Support staff to manage boundaries, emotional load, and complex situations.
- Identify training needs, development opportunities, and areas requiring additional support.
- Model trauma-informed, relational leadership that centres safety, clarity, and compassion.

## Programme Coordination & Quality Assurance

- Coordinate BOLD activities, groups, and events, ensuring they are well-planned, staffed, and risk-assessed.
- Monitor the quality and consistency of BOLD delivery, ensuring it aligns with Switchboard's values and standards.
- Support the Service Manager with programme development, evaluation, and continuous improvement.
- Ensure staff follow operational procedures, safeguarding pathways, and data requirements.

## Internal & External Relationships

- Act as the first point of contact for enquiries relating to BOLD.
- Build strong relationships with community partners, venues, and referral agencies.
- Represent BOLD at meetings, events, and partnership spaces when required.
- Work closely with the Service Manager to ensure strategic alignment and operational consistency.



# PERSON SPECIFICATION

## Values & Approach

- Strong commitment to LGBTQ+ inclusion, equity, and anti-oppressive practice.
- Demonstrates a trauma-informed, relational, and person-centred approach to staff and service user support.
- Ability to uphold clear boundaries, confidentiality, and safe emotional holding for staff, volunteers, and service users.
- Commitment to co-production, lived experience leadership, and community-led development.
- Reflective, values-driven, and aligned with Switchboard's ethos of dignity, autonomy, and safety.

## Knowledge & Experience

- Experience coordinating or leading community, wellbeing, or social support services.
- Experience providing 1:1 supervision, reflective practice, or wellbeing support to staff or volunteers.
- Experience overseeing day-to-day operational delivery, including scheduling, risk management, and problem-solving.
- Experience working with LGBTQ+ communities, with understanding of minority stress, intersectionality, and identity-based trauma.
- Experience managing risk, safeguarding, and lone working procedures in community settings.
- Experience maintaining accurate records, supervision notes, and service delivery data.
- Experience coordinating group activities, community sessions, or wellbeing programmes.
- Experience acting as a first point of contact for service enquiries, partners, or stakeholders.

## Skills & Abilities

- Excellent interpersonal skills with the ability to build trusting, supportive relationships with staff, volunteers, and service users.
- Strong facilitation skills, able to deliver team meetings, reflective spaces, and group supervision confidently.
- Ability to identify when staff need additional support, boundaries, or adjustments.
- Strong organisational skills: able to manage daily operations, scheduling, communications, and logistics across multiple activities.
- Ability to maintain clear, concise, and confidential records.
- Strong communication skills, both written and verbal, with the ability to adapt tone for different audiences.
- Ability to work autonomously, make informed decisions, and remain calm under pressure.
- Competent with digital tools for CRM, scheduling, reporting, and internal communication.
- Ability to balance strategic oversight with hands-on operational leadership.

## Safeguarding & Risk

- Strong understanding of safeguarding in the context of adult wellbeing, community support, and group activities.
- Ability to recognise and respond to safeguarding concerns confidently and appropriately.
- Understanding of risk assessment, lone working, and safe practice in group and community settings.
- Ability to support staff and volunteers to uphold safe practice, boundaries, and escalation pathways.

# OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

**Gambling  
Harms**

**Bereavement,  
Older  
People and  
Dementia**

**Training &  
Consultancy**

**Social  
Prescribing**

**Domestic  
Abuse**

**Engagement  
& Research**

# HOW TO APPLY



**If you are interested in this role, we would love to hear from you!** Please email [ben.howard@switchboard.org.uk](mailto:ben.howard@switchboard.org.uk) with a CV and cover letter of no more than 2 pages demonstrating how you meet the person specification.

**Applications will be accepted up to 30<sup>th</sup> June, 2026**

**Interviews will take place Week Commencing 6<sup>th</sup> July, 2026**

## **PLEASE NOTE:**

We recognise that Black and non-Black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

# GDPR AND OUR APPLICATION PROCESS

## **DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

## **WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

## **WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

## **WHERE WE FIND CANDIDATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

## **HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviewers to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

## **HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

## **YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

## **HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>