

BOLD COMMUNITY ACTIVITIES COORDINATOR

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.

Who are we?	Page 3
The role	Page 4
Key responsibilities	Page 5
Person specification	Page 6
Our projects and services	Page 7
How to apply	Page 8
Your Data	Page 9



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: £6, 500

Contract: 10 Hours p/w

The Community Activities Coordinator leads the development and delivery of Switchboard's BOLD 50+ community activities programme, ensuring LGBTQ+ people aged 50+ have access to safe, inclusive, and engaging opportunities for connection, creativity, and wellbeing. The role holds responsibility for shaping a varied programme, coordinating high-quality sessions, and ensuring that every activity reflects Switchboard's trauma-informed, LGBTQ+-affirming approach.

Working as the lead staff presence across all BOLD 50+ activities, the Coordinator creates environments where older LGBTQ+ people feel welcomed, respected, and able to participate fully. They ensure early identification of support needs, uphold safeguarding and risk procedures, and maintain clear pathways into further support within Switchboard and through trusted partners.

The postholder works closely with volunteers, providing briefing, guidance, and reflective support to ensure safe, confident, and consistent delivery. They bring an understanding of the relational, social, and structural factors affecting LGBTQ+ people as they age, including isolation, health inequalities, bereavement, and experiences of discrimination, and embed this awareness into every aspect of programme design and delivery.

Collaborating with the Gambling Harms & BOLD Service Manager, wider Switchboard teams, and community partners, the Coordinator strengthens Switchboard's whole-organisation approach to LGBTQ+ ageing, community connection, and wellbeing. The role contributes to local and national learning on inclusive ageing, community-led activities, and identity-affirming support for LGBTQ+ people aged 50+.

KEY RESPONSIBILITIES

Activity Planning & Programme Development

- Develop and maintain a diverse programme of activities for LGBTQ+ people aged 50+, expanding on existing offers and introducing new opportunities.
- Plan monthly and quarterly activity schedules, ensuring a balance of social, creative, wellbeing, and community-based sessions.
- Ensure activities are accessible, inclusive, and responsive to the needs and interests of the 50+ community.
- Gather feedback from participants to inform ongoing development and improvement of the programme.

Delivery & On-the-Day Leadership

- Act as the lead staff member at all BOLD 50+ activities, ensuring safe, smooth, and welcoming delivery.
- Set up and pack down sessions, manage group dynamics, and ensure all participants feel included and supported.
- Uphold Switchboard's trauma-informed, LGBTQ+-affirming approach throughout all interactions.
- Respond to any issues or concerns during sessions, escalating where appropriate.

Volunteer Collaboration & Support

- Work closely with BOLD volunteers to support the delivery of activities.
- Ensure volunteers are briefed, supported, and confident in their roles before each session.
- Uphold volunteer safety by ensuring risk assessments, lone working procedures, and safeguarding protocols are followed.
- Provide volunteers with opportunities for reflection, debriefing, and ongoing support.

Safeguarding, Risk & Wellbeing

- Uphold safeguarding principles within the BOLD 50+ activities pathway, escalating concerns appropriately.
- Ensure all sessions follow Switchboard's safeguarding, lone working, and risk management procedures.
- Maintain accurate records of safeguarding concerns, wellbeing issues, and follow-up actions.
- Support volunteers to recognise and respond to safeguarding concerns confidently and appropriately.

Attendance, Administration & Reporting

- Maintain accurate attendance records for all activities.
- Ensure all data is collected weekly and submitted in line with organisational reporting requirements.
- Contribute to monthly and quarterly reporting by providing timely, accurate information on engagement and outcomes.
- Manage bookings, venues, materials, and logistics for all activities.
- Ensure CRM and administrative systems are kept up to date.

Community Engagement & Partnership Working

- Build positive relationships with LGBTQ+ communities, older people's services, and local partners.
- Promote BOLD 50+ activities through outreach, community presence, and partnership engagement.
- Identify opportunities for collaboration, co-delivery, or community-led activities.
- Represent Switchboard at relevant community events.



PERSON SPECIFICATION

Values & Approach

- Strong commitment to LGBTQ+ inclusion, equity, and anti-oppressive practice.
- Understanding of the experiences and needs of LGBTQ+ people aged 50+, including isolation, minority stress, and intersectional barriers.
- Demonstrates a trauma-informed, compassionate, and person-centred approach.
- Ability to uphold clear boundaries, emotional safety, and respectful group practice.
- Commitment to co-production, community voice, and user-led development.

Knowledge & Experience

- Experience planning, coordinating, or delivering community activities, wellbeing sessions, or group programmes.
- Experience working with older people, LGBTQ+ communities, or other marginalised groups.
- Experience supporting or supervising volunteers, including briefing, debriefing, and reflective practice.
- Experience managing risk, safeguarding, and lone working procedures in community settings.
- Experience maintaining accurate records, attendance logs, and contributing to monitoring or reporting.
- Experience managing venues, logistics, materials, and on-the-day delivery.

Skills & Abilities

- Strong interpersonal skills with the ability to create warm, welcoming, and inclusive spaces.
- Confident in facilitating groups, managing group dynamics, and ensuring all participants feel included.
- Ability to identify and respond to wellbeing concerns, escalating appropriately.
- Excellent organisational skills: able to manage multiple activities, schedules, and administrative tasks.
- Strong communication skills, both written and verbal, with the ability to adapt tone for different audiences.
- Ability to work autonomously, make informed decisions, and maintain calm under pressure.
- Competent with digital tools for CRM, scheduling, communication, and reporting.

Safeguarding & Risk

- Strong understanding of safeguarding in the context of older adults and community wellbeing.
- Ability to recognise and respond to safeguarding concerns confidently and appropriately.
- Understanding of risk assessment, lone working, and safe practice in community-based delivery.
- Ability to support volunteers to uphold safe practice and escalate concerns.

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 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 30th June, 2026

Interviews will take place Week Commencing 6th 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/>