



Packaging Project Coordinator



21hrs (Monday, Wednesday & Thursday)



Enterprise Manager



Enhanced DBS



Brandon Packaging, Fishponds, Bristol

Purpose:

The purpose of this role is to lead and develop the Brandon Packaging Social Enterprise, ensuring the delivery of high-quality commercial and support services that create meaningful employment pathways for adults with learning disabilities and autistic people. The Project Coordinator oversees the production and distribution of clinical and first aid kits, manages relationships with NHS partners, and ensures the project operates safely, efficiently, and in line with commissioned outcomes. Through strong leadership, person-centred practice, and effective commercial management, the role ensures people gain skills, grow in confidence, and experience real work opportunities in an inclusive and supportive environment.

Objectives:

Supporting People to Build Skills, Independence and Employment Opportunities

- Ensure supported employees and trainees gain work-based skills, achieve commissioned outcomes, and are supported toward progression and employment.
- Provide day-to-day coaching, supervision, and guidance that helps individuals confidently carry out tasks in production, stock control, packaging and distribution.
- Ensure accessible training materials, processes, and resources are regularly reviewed and updated to support learning and independence.
- Oversee recruitment and onboarding of new referrals, working with commissioners, families, schools/colleges, and social workers.
- Maintain accurate, up-to-date information on Nourish to support personal development and evidence outcomes.

Operational Delivery, Quality and Compliance

- Lead the safe and efficient day-to-day production and distribution of organ transplant kits and first aid kits, meeting agreed timescales and quality standards.
- Ensure robust stock control, quality assurance, hygiene standards and documentation processes are in place and followed consistently.
- Work within strict NHSBT, health and safety, and hygiene standards, ensuring compliance with all organisational and external requirements.
- Identify, record, monitor, and resolve health and safety issues in collaboration with the Health and Safety Coordinator.
- Maintain professional boundaries and reinforce appropriate workplace behaviours as part of ongoing training and support.

Commercial Service Delivery and Customer Relationships

- Maintain strong relationships with NHSBT, hospitals, procurement leads, and external partners to meet service needs, resolve issues, and adapt to specification changes.
- Record, investigate and resolve customer concerns or complaints promptly to maintain high standards of service.
- Ensure exceptional customer service is delivered throughout all stages of ordering, production, dispatch, and follow-up.
- Support the ongoing development and expansion of the first aid kit service, engaging external businesses and partner organisations.

Financial and Performance Management

- Monitor income and expenditure, managing the project within the agreed annual budget.
- Review operational and component costs regularly to ensure value for money and accurate stock/cost reporting.
- Work with the Enterprise Manager and Area Accountant to set income targets, profit margins, and financial projections to develop new employment opportunities.
- Ensure all internal and external invoices are raised, processed, and paid accurately and on time.
- Produce accurate management information, including monthly performance reports for the Social Enterprise Manager.

Service Development and Growth

- Work with NHS partners, including transplant clinical leads, to support innovation, research and development of existing and new kit prototypes.
- Identify and develop new commercial opportunities that expand employment pathways for people with learning disabilities.
- Create and maintain a business plan outlining priorities for service growth, quality, and future development.
- Lead the ongoing development of the social enterprise, ensuring readiness for expansion, diversification, or scale.
- Work with Communications & Marketing to develop promotional materials, video content, and social media that celebrate achievements and promote the enterprise.
- Engage with the Volunteer Coordinator to develop meaningful volunteer roles that enhance day-to-day operations.

Communication and Reporting

- Ensure clear, professional communication with supported employees, families, colleagues, external partners, and senior leadership.
- Produce regular updates, performance information, and insights to inform continuous improvement.
- Promote a positive, inclusive, and respectful culture where people feel safe, valued, and supported.

Teamwork

- Work collaboratively with support workers, administrators, managers, clinicians, and partner organisations to ensure seamless service delivery.
- Contribute to team meetings, planning sessions and service improvement initiatives.
- Support a culture of shared learning, problem-solving, and accountability.

Continuous Personal Development

- Actively participate in supervision, training, and ongoing professional development.
- Maintain up-to-date knowledge of health and safety, compliance requirements, NHS processes, and best practice in supporting people with learning disabilities.
- Seek feedback and reflect on practice to drive personal and service improvement.

Key Relationships

- Enterprise Manager
- Internal and External Stakeholders
- Enterprise Colleagues
- Senior Leadership
- Families of Supported Employees

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role				What this means
Data Literacy					People at this level design data processes and use advanced analysis to improve decision-making and workforce planning.
Digital Skills					People at this level choose and develop digital tools, promote secure working practices, and support innovation across their teams.
Governance and Compliance					People at this level lead governance and compliance activity, making sure good practice is followed in everyday operations and in planning.
Commercial Awareness					<p>People at this level lead financial planning and support responsible budget management. They make sure money is used wisely and in line with organisational goals.</p> <p>Budget Control: Responsible for budget setting, tracking, and reporting for their area, ensuring financial efficiency and accountability</p>
Inclusion					People at this level embed inclusive practice into planning, decision-making, and team culture. They help create spaces where everyone can contribute and feel valued.
Health and Safety					People at this level lead health and safety activities, ensuring good practice, risk control, and a positive wellbeing culture.

BEHAVIOURS - VALUES

Behaviour	Level required for role				What this means
Equip					People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve					People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm.
Support					People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise					People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge					People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

SPECIALIST SKILLS

Behaviour	Level required for role				What this means
Order and Hospital Liaison					People at this level plan daily workload, triage unclear orders, communicate clearly with hospitals and colleagues, and prevent small issues becoming delays.
Labelling Accuracy (Wallets, Pouches, Sample Pots)					People at this level uphold labelling standards, prevent repeat errors, and coach others in layout, sequence and quality checks.
Kit Assembly, Dispatch and Courier Booking					People at this level balance workload against courier deadlines, catch errors early, and keep hospitals informed about dispatch timing
Equipment, Health and Safety					People at this level organise safe working, brief teams, and remove causes of minor injuries and strains
Stock Handling, Storage and Organisation					People at this level plan space and stock levels, solve shortages quickly, and keep records reliable for traceability and ordering.
Ordering Stock and Supplier Liaison					People at this level plan purchasing to demand and lead time, keep suppliers informed, and resolve issues quickly and fairly.

COMPETENCIES – General Skills

Behaviour	Level required for role				What this means
Analytical Thinking					People at this level use analytical skills to improve business results and guide sound decision-making.
Attention to Detail					People at this level apply a high level of accuracy and make sure their work meets professional standards.
Commercial Awareness					People at this level use commercial knowledge to drive efficiency, reduce costs, and support business growth.
Customer-Centric					People at this level improve the customer experience by making processes better and sorting out difficult concerns in a clear and helpful way.
Emotional Intelligence					People at this level use strong emotional awareness to handle complex interactions and set a positive example for others.
Planning and Organising					People at this level organise and execute work effectively while helping others improve their planning skills.
Problem Solving					People at this level use strategic problem-solving to improve efficiency and support innovation.

Stakeholder Management					Manages stakeholder relationships strategically, ensuring alignment with business objectives.
Teamwork					People at this level build strong relationships and enhance team performance through effective collaboration.
Verbal Communication					People at this level use verbal communication effectively in a variety of formal and informal settings to inform, influence, or resolve.

Management and Leadership Skills

Behaviour	Level required for role				What this means
Coaching and Mentoring					People at this level use coaching and mentoring as part of their leadership approach. They help build strong performance, support career growth, and improve team engagement.
Team building					People at this level lead high-performing teams by strengthening collaboration, supporting team development, and building strategies that help teams work well together.
Performance Management					People at this level build a performance-focused culture. They provide structured support, address underperformance early, and help employees achieve their best work.
Employee Engagement					People at this level design and lead engagement approaches that build motivation, strengthen trust, and support high team performance.
Workforce Planning and Development					People at this level lead workforce planning and development. They help ensure the organisation has the right skills and talent for the future.
Conflict Resolution					People at this level handle complex conflicts, support others to resolve disagreements, and help create a workplace culture where issues are dealt with constructively.
Inclusive Leadership					People at this level integrate EDI principles into leadership and team management. They help create a culture where everyone feels respected, valued, and supported.
Empowerment and Delegation					People at this level use empowerment and delegation strategically to build strong teams, support development, and improve performance.
Psychological Safety and Wellbeing					People at this level design, lead, and support wellbeing and psychological safety initiatives. They help create a workplace where employees feel safe, respected, and supported.