



Brandon

Live free

the learning disability charity



30 hours per week



Involvement Co-Ordinator



Enhanced DBS



Hybrid / London – Barking and Dagenham

Community Research/ Project Leader

Purpose:

The purpose of this role is to coordinate community research and involvement projects that enable people with lived experience to shape Brandon's services, decisions and future development. The role provides practical project coordination, day-to-day support and inclusive facilitation so that people with learning disabilities, autism and neurodiversity can contribute meaningfully, confidently and safely. Through effective planning, communication, training and reporting, the Community Research Co-Ordinator helps turn people's views, ideas and experiences into clear learning, stronger relationships and measurable improvements. You'll be working with the Brandon Trust team, and in partnership with Care City CIC (a local social enterprise) to support people with learning disabilities, autistic and neurodivergent people and carers to shape and lead improvement to services and other things that matter to them in Barking and Dagenham.

Objectives:

Community Research, Involvement and Co-Production

- Coordinate involvement and community research activity so that people with lived experience have clear, accessible and meaningful opportunities to contribute.
- Support people with lived experience to take part in projects, programmes and decision-making processes in ways that reflect their preferences, communication needs and goals.
- Help gather, organise and share insight from people with lived experience so that their views influence service improvement and organisational learning.

Project Coordination and Delivery

- Plan, coordinate and administer community research projects, workshops, forums, focus groups, meetings and events so that agreed outputs are delivered on time.
- Maintain project calendars, meeting schedules, action logs and administrative records so that activities are well organised and progress is visible.
- Coordinate activity across multiple locations, ensuring participants, colleagues and stakeholders have the information and support they need to take part effectively.

Support for People with Lived Experience

- Provide day-to-day guidance, coaching and supervision to people with lived experience involved in projects, helping them contribute with confidence and independence.
- Make sure people's contributions are valued, recognised and used appropriately within project outputs, reports, presentations and improvement plans.
- Administer payments accurately and promptly so that people with lived experience are remunerated for their contribution.

Facilitation, Engagement and Training

- Organise and facilitate inclusive workshops, forums and focus groups that generate useful feedback, ideas and learning.
- Support the delivery of training sessions for participants, colleagues and stakeholders, tailoring content and materials to the needs of each audience.
- Create clear and engaging presentations, resources and activities that help people understand, participate and contribute effectively.

Communication and Stakeholder Engagement

- Act as a point of contact for involvement initiatives, building positive relationships with internal teams, external partners and community stakeholders.
- Produce accessible communication materials that promote opportunities for involvement and explain project aims, progress and outcomes.
- Close feedback loops by showing participants and stakeholders how people's input has been listened to, acted on and used to make a difference.

Monitoring, Reporting and Continuous Improvement

- Collect and organise qualitative and quantitative information so that the impact of involvement activity can be tracked and evaluated.
- Prepare reports, summaries and presentations that share findings, outcomes and recommendations with managers, senior leaders and stakeholders.
- Identify learning, barriers and opportunities for improvement, recommending practical actions that strengthen engagement and project delivery.

Inclusion, Safeguarding and Compliance

- Ensure involvement activity is accessible, inclusive and welcoming for people from diverse backgrounds, abilities and communication needs.

- Proactively identify and reduce barriers to participation so that people can contribute safely, fairly and meaningfully.
- Work in line with Brandon policies and procedures, including safeguarding, confidentiality, data protection, health and safety and equality, diversity and inclusion.

Teamwork and Professional Development

- Work collaboratively with the Involvement Co-Ordinator, Community Researcher, colleagues and partner organisations to deliver joined-up and effective project outcomes.
- Contribute positively to team meetings, planning conversations and improvement activity.
- Actively engage in supervision, training and development opportunities to maintain and improve professional skills.

Key Relationships

- People with lived experience
- Families, carers and support networks
- Involvement Co-Ordinator
- Community Researcher
- Involvement and co-production team
- Operational colleagues and service teams
- Senior leaders and managers
- Internal governance, quality and safeguarding teams
- External partners, community organisations and stakeholders
- Workshop, forum, focus group and training participants

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role					What this means
Data Literacy						People at this level can use data tools and follow GDPR rules to help understand what is happening in the organisation.
Digital Skills						People at this level use a range of digital tools and follow online safety rules to help their team work smoothly and safely.
Governance and Compliance						People at this level use governance and compliance rules in their daily work to help keep the organisation safe and responsible
Commercial Awareness						People at this level understand simple financial ideas and know why it is important to use money and resources responsibly.
Health and Safety						People at this level know the basic health and safety rules and follow them to help keep the workplace safe
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.

BEHAVIOURS - VALUES

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
Data Quality & Analytical Capability						People at this level design dashboards, apply statistical methods, and turn data into actionable insights while improving data quality and standards.
Risk Assessment & Register Management						People at this level draft clear risk statements, apply scoring, update registers, and track and escalate risks with appropriate controls.
Quality Management Systems (QMS)						People at this level manage QMS documentation, maintain evidence and controls, and support others to use policies and SOPs effectively.
Training & Capability Building						People at this level deliver training, adapt content for audiences, and support learning through follow-up, induction, and feedback.
Safeguarding						People at this level have a deeper understanding of safeguarding practices. Knows how to recognise signs of abuse in greater detail and can contribute to safeguarding efforts.
Person Centred Practice						People at this level consistently apply person-centred principles in their practice. They ensure that care is genuinely reflective of the individual's choices, needs, and goals.
Mental Capacity						People at this level have a deeper understanding of mental capacity and can identify when capacity needs to be assessed. They are aware of assessment criteria and legal frameworks

Leading & Managing Partnerships						People at this level can actively manage and lead partnerships. They are able to coordinate activities, build relationships, and ensure that care plans and support are tailored to meet individual needs in a collaborative way.
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GENERAL SKILLS

Behaviour	Level required for role					What this means
Collaboration						People at this level use structured collaboration to shape plans, decisions, and improvements, especially when change or impact is significant
Co-Production						People at this level lead co-production projects, making sure collaboration is inclusive, accessible, and meaningful.
Empathy						People at this use empathy to build trust, defuse tension, and create emotionally supportive environments.
Flexibility						People at this level use flexibility to solve problems, support others, and respond proactively when things change.
Initiative						People at this proactively identify tasks and improvement opportunities without being asked.
Integrity						People at this model integrity in complex situations and helps others keep ethical standards.
Planning and Organising						People at this level organise and execute work effectively while helping others improve their planning skills.
Resilience and Perseverance						People at this handle setbacks effectively and stay focused on long-term success.
Teamwork						People at this level contribute to team goals and works well with colleagues.
Time Management						People at this manage their own workload reliably, planning and prioritising to meet expectations.