



## Application Pack

### Membership Co-Ordinator

We want our application process to be right for you as an individual. If there's anything we can do to make the process below more straightforward for you, please email [recruitment@barnwoodtrust.org](mailto:recruitment@barnwoodtrust.org) and we will contact you to discuss what support we may be able to provide.

Our careers page on our [website](#) has some examples of things we may be able to put in place.

#### **We are recruiting for:**

1 x Full Time (Permanent Contract)

#### **The application pack consists of the following:**

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#### **After reading this pack, you will need to complete our online application form:**

- Answer the 3-role specific competency-based questions.
- Provide your personal details, work history and experience.
- Please consider completing our equal opportunity monitoring section. Your equal opportunities information is separated from your application at source and is not seen by the recruiting manager.
- **Deadline for applications: 12.00 noon on Friday 12<sup>th</sup> June 2026**
- **First interviews: Tuesday 23<sup>rd</sup> June and Wednesday 24<sup>th</sup> June 2026**
- **Second stage interviews: Wednesday 1<sup>st</sup> July 2026**



## Barnwood Trust

Barnwood is an independent charitable Trust. We get millions of pounds of funding out into the county every year. But money is only part of the story.

We join with the people, communities and organisations in Gloucestershire's disability and mental health movement – creating change so that disabled people and people with mental health conditions have choice of opportunities, access their rights, and are included where they live.

What do we do? We investigate the long-term, complex issues and barriers faced by disabled people and people with mental health conditions. We share research, develop projects, and run campaigns to influence the change that's needed. We partner with local organisations, involve people with lived experience directly in our work, and look for better ways to fund.

Barnwood Trust was set up over 200 years ago. Today, we are not your typical funder, and we don't work in isolation. Learning and collaboration run through everything we do. We bring people together for a different conversation and explore big ideas.

We listen and add clout where we can, to help make changes happen – building belonging and making a difference in the life of the county.

We are a mixed team of staff and Trustees at Barnwood with lived experiences of disability, mental health and neurodivergent conditions, and passionate allies in the disability and mental health movement.

## Our Values

### Focused



Disabled people and people with mental health conditions across Gloucestershire are at the heart of everything we do

### Inclusive



Connecting and collaborating with openness and honesty, we ensure all voices are respected, heard and valued

### Bold



In the face of change and uncertainty we are flexible and confident in finding ways forward

### Forward Thinking



Using our independence, we explore long-term solutions to everyday challenges



## Terms and Conditions

### **1 x Full Time (Permanent Contract)**

- This role is permanent, and we welcome applications from people looking for full time hours (37.5hrs per week). We offer a flexible start between 8am and 9.30am Monday to Friday
- Salary £34,289
- 36 days holiday inc. bank holidays

Due to the nature of its duties, this position is predominantly based in our office in central Cheltenham with only occasional and irregular opportunities for home working.

Barnwood Trust is committed to safeguarding and promoting the welfare of disabled people and people with mental health conditions and expects all employees to share this commitment.

All offers of employment are subject to several employment reference checks and a basic DBS check provided by the Trust.

## Job Description

### **PURPOSE**

Barnwood Circle is Barnwood Trust's membership scheme to enable the involvement of disabled people and people with mental health conditions across Gloucestershire in the Trust's work. The Membership Co-ordinator is the primary point of contact for Circle members and has administrative responsibility for recruitment to projects, project logistics, and payments.

### **INTRODUCTION & BACKGROUND**

Barnwood Trust is a long-established charitable Trust in Gloucestershire.

Its vision is that Gloucestershire will be a better place when disabled people and people with mental health conditions are equal, empowered and their rights are upheld.



The Trust's purpose is to act as an agent of social change, working alongside disabled people and people with mental health conditions to create that change.

Our work is focused on three strategic goals:

- Disabled people and people with mental health conditions across Gloucestershire have choice of **opportunities** that meet their hopes and passions.
- Disabled people and people with mental health conditions across Gloucestershire are **included** and involved in their communities and the places where they live.
- Disabled people and people with mental health conditions across Gloucestershire access their **rights** and see positive change on disability issues.

## POSITION IN ORGANISATION

The Membership Co-ordinator is a full-time role which sits within the Engagement and Insights Team and reports to the Involvement & Participation Manager. The primary function of the Team is to engage with people in the county who want to drive positive change that benefits disabled people and people with mental health conditions.

## OUTLINE OF FUNCTION

### Supporting involvement and participation activity

- Utilise the Trust's CRM system to:
  - ensure smooth, secure, and effective administration of member information
  - promote opportunities to Barnwood Circle members ensuring appropriate and accessible communication
  - maintain an overview of the diversity of Barnwood Circle membership in relation to disability, mental health conditions, neurodiversity, ethnicity, faith, age, and geography
  - manage registration of new members



- Provide administrative and logistical support for Barnwood Circle activities, including recruitment to projects, accessibility needs, travel arrangements and payments.
- Work with Connectors to ensure the membership experience is streamlined, productive, and enjoyable.
- Maintain an overview of Barnwood Circle member involvement.
- Collate feedback and support evaluation of Barnwood Circle activity.

### **Communications and Events**

- Develop content for the quarterly newsletter to Barnwood Circle members and distribute.
- Collaborate with marketing and communications colleagues to ensure that communications and channels used to engage disabled people and people with mental health conditions are effective, accessible, and relevant.
- Support the creation of communications products which engage a wide range of disabled people and people with mental health conditions, commissioning specialist resources where necessary.
- Support the creation, design, and running of events to engage with disabled people and people with mental health conditions.
- Manage enquiries received into the Engagement and Insights Team.
- Responsible for internal communication, logistics and onsite support for visitors taking part in engagement opportunities at Overton House.

### **Cross-organisation working**

- Support teams across the Trust to engage meaningfully with Barnwood Circle members and create communications to resource this.
- Support other teams and stakeholders in the Trust to involve Barnwood Circle members in their work.



## General

- Uphold, safeguard and promote the Trust's values, principles and policies through personal conduct, approach to all tasks undertaken and conduct of relationships with everyone engaged with, inside and outside the Trust
- Contribute to events and activities organised to support the development of Barnwood Trust and to promote the work of the Trust including the Trust's internal and external Learning Programme
- Participate in routine tasks required to maintain a high-quality environment for everyone using Barnwood Trust's premises
- Take responsibility for working in accordance with the Trust's policies, with special regard to the safeguarding policies, taking reasonable care for your own health and safety, and that of other people, and to comply with all health and safety legislation
- Ensure the Chief Executive is kept informed of all important matters related to the work of the Trust across the county
- Maintain confidentiality at all times and ensure compliance with the Trust's Information Governance Policy and suite of policies

## Person specification:

### **Commitment to disabled people and people with mental health conditions**

- Passionate about making a positive difference to the lives of disabled people and people with mental health conditions.

### **Essential Knowledge and Experience:**

- Demonstrable knowledge of project planning tools and techniques.
- Demonstrable knowledge of accessibility tools and techniques.
- Proven success in engaging those with complex needs and/or those who are routinely marginalised.



## **Knowledge and Experience:**

- Proven ability to work confidently with a wide range of individuals and groups
- Experience of managing a CRM database to hold, filter and apply information about people, customers, or clients.
- Experience of managing administration processes.
- Experience of managing meetings and events, in-person and online.
- Knowledge of disability and mental health.

## **Skills**

- Exceptional interpersonal skills.
- Exceptional relationship-building skills, involving diverse groups and a range of professionals.
- Strong written and verbal communications skills that engage a wide range of audiences and which champion accessible communication.
- Digital skills which are applicable across a wide range of channels and work for a wide range of audiences.
- Project management skills.
- Event design, planning and management skills.
- Ability to prioritise own workload, set objectives and meet deadlines.
- Strong listening skills.
- Strong self-awareness, enabling the establishment and maintenance of excellent working relationships with a wide range of people using tact, diplomacy, and sensitivity
- Strong IT skills (demonstrable proficiency in using MS Outlook, Word, Excel, PowerPoint, WhatsApp, Teams and Zoom)
- Creativity, flexibility, and adaptability

## **Education and training**

- Specialist training relevant to disability and mental health conditions, including safeguarding, specialist communications or cultural awareness is welcomed for this role.

## **Work ethic and approach**

- A positive attitude and an ability to generate goodwill and build relationships with collaborators and colleagues



- Ability to manage parallel tasks, prioritise work, cope with the unpredictable and manage time effectively to meet internal and external deadlines
- Integrity and an ability to hold and respect confidential and sensitive information
- Dependable and resilient
- Commitment to working as part of a team
- Self-motivated, resourceful, and proactive in taking initiative
- Concern for, and commitment to, delivering high quality work

## Application Guidance

### Guaranteed Interviews

In the person specification we describe some 'essential skills or experience' (a few things we really need the person applying to be able to do). If you have a disability (this includes mental health or long-term health conditions) and have these essential skills or experiences, we will guarantee you an interview.

To be invited to interview or assessment in this way, you must detail in the answers to our 'Competency Questions' document how you meet the essential criteria for the role and then check the box next to the question asking if you would like your application to be considered for this.

A request under the guaranteed interview scheme does not guarantee an applicant a job. At interview, the best candidate will be offered the role. If you are invited to interview you will receive your invite and we'll ask you about any reasonable adjustments that you may need.



## How to apply

On our website, click on Apply Now to be taken to the online application form. The online application form has 3 main sections for you to complete:

1. The form will ask you to answer 3 role specific competency-based questions. It is only your answers to these 3 questions that will initially be shown to the hiring manager to shortlist applicants for interview so please answer these questions fully.
2. The form will ask you to complete a basic application form including your personal details, work history and experience. This section will not be shared with the recruiting manager until after shortlisting and will be held by the recruitment team.
3. Finally, the form will ask you to complete an equal opportunity monitoring section. Your equal opportunities information is separated from your application at source and is not seen by the recruiting manager.

Equal Opportunities questions help us to monitor the effectiveness of our Equal Opportunities policy by gaining a picture of all those applying for and obtaining jobs with the Trust. The Equality Act 2010 protects people from discrimination and promotes equality based on a number of 'protected characteristics'. We ask for information on your 'protected characteristics' to help us monitor our performance on equality.

## Completing the form

You may wish to complete your application in stages. To do this, use the 'save and continue later' function at the bottom of a page in the application. The form will ask you for an email address and will email you a link to the completed section of form so you can go back to it later even if you close your web browser.

Applications must be submitted by the closing date and time. Once you have submitted your application form you will not be able to make any further amendments and you will not be able to see a copy. If you are invited to interview, we will share a copy of your application form with you.



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