

Job Description

Position:	Money Matters Project Coordinator
Department/Service:	Future Support
Job Status:	Three-Year Fixed Term, until 30 th September 2027, with extension subject to funding
Hours of Work:	Part Time (25 hours per week)
Working Pattern:	Mon-Fri with occasional evenings or weekends as required by the service
Leave:	Pro Rata of 23 days per annum, plus Bank Holidays
Location:	Norwich
Salary:	£19,658 per annum (Full Time Equivalent of £26,500)
Application Deadline:	Monday 14 th October
Interview Date:	Expected week commencing 21 st October

Vision statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

Context and purpose of the job:

The Money Matters Project Coordinator (MMC) plays a pivotal role within the "Money Matters: Future Resilience" project, designed to enhance financial resilience among disadvantaged communities in Norwich. This project, launched in response to the ongoing Cost of Living crisis, focuses on providing crucial financial support to families at risk of falling into debt and financial instability.

The MMC will be responsible for the overall coordination of the project, ensuring its smooth operation and alignment with strategic goals. This includes overseeing a new initiative, which aims to build lasting financial resilience through a debt-repayment match-funding programme, to incentivise clients to reduce their debts and embed sustainable financial habits. The role also involves supporting the rigorous evaluation of the project, collecting and reporting data to assess the effectiveness of this innovative model.

In addition to coordinating project activities, the MMC will manage a small caseload of clients, providing tailored financial advice and guidance. The role therefore requires a blend of project management and direct support skills, ensuring that both the operational aspects of the project and the individual needs of clients are effectively addressed.

The MMC will work closely with the Money Matters Support Worker and other team members to maximise the project's impact, including contributing to community outreach efforts such as radio shows and podcasts.

Personal Profile:

The ideal candidate will have significant experience in coordinating projects within the charity or public sector, particularly those focused on financial support or community development. You will possess a strong understanding of financial management, project coordination, and evaluation methods, along with the ability to manage both strategic oversight and direct client support.

You will be highly organised and detail-oriented, with the ability to manage multiple aspects of a complex project, including the administration of a match-funding programme, reporting, and stakeholder engagement. Your experience in managing projects will enable you to oversee the implementation of project plans, monitor progress, and ensure that key deliverables are met on time and within budget.

The successful candidate will have excellent interpersonal skills, capable of building and maintaining strong relationships with clients, colleagues, and external partners. You will demonstrate a proactive approach to problem-solving and a deep commitment to supporting vulnerable individuals in achieving financial stability. Your ability to balance project management responsibilities with direct client interaction will be critical in ensuring the success of the Money Matters project.

As a leader within the team, you will work collaboratively with other staff members to maximise the impact of the project, while also managing your responsibilities independently with professionalism and confidence. A solid understanding of local financial services, community resources, and networks will be highly beneficial, as will experience in contributing to the evaluation and improvement of project outcomes.

About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



Key Deliverables

1. Project Coordination and Management

- Oversee the day-to-day operations of the "Money Matters: Future Resilience" project, ensuring all activities align with the project's objectives and timelines.
- Coordinate the implementation of the match-funding programme, working closely with the Money Matters Support Worker to track client progress and ensure milestones are met.
- Manage project budgets, resources, and schedules to ensure efficient use of funds and timely completion of deliverables.
- Facilitate regular team meetings to monitor progress, address challenges, and share updates.

2. Match-Funding Programme Administration

- Administer the match-funding programme, including managing key client interactions and data, tracking payments, and ensuring accurate record-keeping.
- Monitor client participation in the programme, providing guidance and support to ensure they reach debt reduction milestones.
- Collaborate with external evaluators to assess the effectiveness of the match-funding model, contributing data and insights for evaluation reports.

3. Client Financial Support

- Manage a small caseload of clients, providing one-on-one financial guidance and support to help them achieve financial stability.
- Conduct assessments of clients' financial situations, develop tailored action plans, and support clients in accessing necessary services.
- Ensure clients in the match-funding programme are fully informed of their responsibilities and the benefits they can achieve through successful participation.

4. Reporting and Evaluation

- Prepare detailed reports on project activities, client progress, and financial outcomes for internal review and external stakeholders, including funders.
- Support the evaluation process by collecting and organising data, coordinating with evaluators, and contributing to the final evaluation reports.
- Ensure that all project documentation is up-to-date, accurate, and compliant with organisational and funding requirements.

5. Stakeholder Engagement and Collaboration

- Build and maintain relationships with key stakeholders, including local housing providers, community organisations, and financial services, to support client referrals and collaboration.
- Represent the project in community meetings, workshops, and other forums to raise awareness of the project and its impact.
- Work closely with the Money Matters Support Worker and other team members to ensure a coordinated approach to client support and project delivery.

Financial Management

- Follow the organisation's financial procurement procedures to purchase minor items as required and under the direction of line managers and senior staff.

Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects.
- Develop a good working knowledge of the operational area, its demographics, key communities, voluntary, private and public sector contacts, networks and partnerships
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times
- Undertake such other duties as may lie within the scope of this post

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

Supervision: The post holder will report directly to Support Services Manager and will be subject to regular performance reviews and support sessions.

Line Management Responsibility: The post holder will be responsible for line managing the Money Matters Support Worker.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: j.maclennan@futureeducation.org.uk 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: g.richardson@futureprojects.org.uk 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

Pre-employment checks: Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

Application Guidance

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.