

This role is only available for people eligible for the **Kickstart Scheme** which is for 16 - 24-year-olds in receipt of Universal Credit. Find out more information on the Government's site [here](#) or speak to your job coach.

Deadline for applications: 20th December 2021

## About BuddyHub

BuddyHub is a social enterprise offering a ground-breaking approach to tackling loneliness and social isolation. We create intergenerational, supportive social groups of 4 centred around a lonely older person helping them reconnect with their community. To create meaningful, enduring friendships we focus on matching well and operate a flexible, sustainable model. A new 'clubs' service will form larger groups or clubs around diverse interests to help our members further increase their local friendship network.

## The role: Connector

As a small social enterprise with one proven service ('Friendship Wheels') and another about to be launched, we are at an exciting stage of our development. Your role will be primarily focused around onboarding new members to our community - both older people and the vetted members we match them with - deciding on the best matches between members, arranging introductions, and supporting the new relationships to develop. You will also be involved in a variety of activities related to the launch and test of our new 'clubs' service.

We have outlined expected tasks and responsibilities, but there is some scope to shape the role around your interests and experiences. We are also hiring a Community Manager whom you will work closely with and we have some flexibility with responsibilities across these roles, depending on the interests of the candidates.

## Tasks and responsibilities

- Manage and develop relationships with professional and community referrers who refer older people to us
- Follow up on the referrals we receive
- Meet with and onboard older members and the vetted members we match them with
- Create fun member bios
- Match older members with three vetted members creating their Friendship Wheel
- Arrange introductions between matched members
- Support the new relationships
- Act as the main point of contact for members, their family (where applicable) and referrers
- Other activities to support member recruitment
- Carry out operational and strategic tasks when required

## Essential skills, experience and qualifications

You don't have to have any specific qualifications or experience to apply for this role. We're looking for someone with a strong work ethic who will bring energy and enthusiasm to this role and grow their skills.

We're also looking for an individual who believes in our mission and approach and who shares our community values: friendship, fun, connecting to others, respect and compassion.

### *Essential*

- Passionate about tackling loneliness and social isolation
- Excellent interpersonal skills
- Empathetic listener able to effectively communicate with people from diverse backgrounds
- Flexibility and patience

- Communication skills including written, verbal, presentation, and report writing
- You can thrive in a fast-paced startup environment
- Team-working skills and ability to multitask
- Able to work and think independently and creatively to solve problems
- Tech-savvy and easily able to pick up new technologies
- Willing to take responsibility and be accountable
- Willing to travel across our areas of operation in London
- Willing to undergo a DBS check

### *Desirable*

- Qualification or experience in human resources, psychology or other relevant fields
- Experience in a client or customer-facing role
- Community work, voluntary or family experience with older people
- General volunteer or community work experience
- Experience with using a diverse range of software e.g. Google suite, Asana, Hubspot, Survey Monkey
- Educated to degree level or equivalent professional experience

### **A few more details**

BuddyHub is a small, growing organisation. We have the flexibility to enhance certain elements of the role that may be of more interest or suited to you. We will support you in building your skills and network.

BuddyHub operates a flexible hybrid working model which combines working from Better Space, our co-working office in Clerkenwell, Islington, at home and out in the field (in the boroughs of Islington, Hackney, Haringey). We can support you by providing office equipment such as a laptop if required.

Our members come from very diverse backgrounds which reflect the London boroughs we operate in. Therefore, having a team with diverse backgrounds helps us run the best services we can to benefit our community. Whatever your background, we encourage you to apply to this opportunity.

### **Application Process**

If you have any questions, please email them to Catherine at [catherine@buddyhub.co.uk](mailto:catherine@buddyhub.co.uk) who is open to discussing this opportunity informally.

Once you are ready to apply, please speak directly to your job coach (Our organisation's reference is KS883FE9D1. Then please send the following information to Catherine ([catherine@buddyhub.co.uk](mailto:catherine@buddyhub.co.uk)).

- A short note (about 300 words) to say why you are interested in working at BuddyHub and why you would be a good fit for this role
- Your CV or an overview of your experience in a format that suits you (e.g. LinkedIn)
- Write a short note about your friendship with someone of a similar age to you and one with someone who is of an older generation to you (this can include a relative). What is it about each friendship that makes it work well and why is it important to you? (under 300 words in total for both).

If you are successful in this round, you will be invited to have a two-way conversation about you, the role and the fit. Further details will be provided nearer the time.

### **Details of training available**

We are keen to ensure this is an enjoyable and fulfilling opportunity to kickstart your career. We're connected to a

network of brilliant social enterprises who are hiring Kickstarter employees and have a large network for you to tap into. We can provide and have access to a variety of training opportunities to build your skillset. The training we provide will be personalised to suit your broader training and development goals and will work with you to find the right people / organisations to enable those. We are an award-winning social enterprise. This is an opportunity to work in the 'Tech for good' startup space and gain immensely valuable experience working alongside our experienced CEO and team of seasoned advisors across a variety of key disciplines. You will join us at an exciting time as we scale our existing service and develop a new service working with a leading academic in our field. You will also gain an understanding of one of the most important social issues of our time and an insight into the health and social care ecosystem that we work within.

### **Additional context and further information**

BuddyHub's 'Friendship Wheel' service and new 'clubs' service is tackling the loneliness epidemic amongst older people. The number of friends you have is a key predictor of your mental and physical health. Having friends to socialise and for support, protects against disease and cognitive decline. The flipside is loneliness: 2.6m UK adults always or often feel lonely and 1.5m chronically lonely people are 65+. The costs to the NHS alone are above £1bn per year. Evidence suggests a maximum personal network size of 150 people arranged in layers of 5, 15, 50, 150. Emotional closeness lessens with each layer. Adults mostly socialise with the first 15, our 'sympathy group', with 5 forming a supportive, inner circle. Our sympathy group declines into older age and it is difficult to build new friendships. Our novel approach leads to several meaningful, enduring friendships.

### **Hours and pay**

Total hours per week: 25

Days and hours: Flexible days and hours

Hourly Pay: National minimum wage

Where this job will be based: A mix of remote and on-site at Better Space

Contact name: Catherine McClen

Contact email address: [catherine@buddyhub.co.uk](mailto:catherine@buddyhub.co.uk)

Please apply at your earliest convenience as we are keen to fill this role.

**BuddyHub C.I.C | Better Space, 127 Farringdon Road, London EC1R 3DA.**