



Recruitment Pack

Lived Experience Project Worker (Part-Time)

Manchester Community Central

St Thomas Centre
Ardwick Green
North Manchester
M12 6FZ

0161 834 9823

manchestercommunitycentral.org

If you need this information in alternative formats, please contact us at pauline@macc.org.uk or call us on **0161 834 9823**.



Thank you for your interest in joining the team at Manchester Community Central.

Manchester Community Central is a charity, and put simply, our purpose is the city of Manchester. We work to inspire, enable and support the people of Manchester to get involved and build the communities where we live, work and grow. Manchester Community Central delivers a wide range of activities including:

- **Helping local charities, community groups and social enterprises** to be well-run, successful organisations with the resources they need to make a real difference
- **Supporting local people to be active citizens through volunteering** – matching local people with local organisations and causes through our Volunteer Centre
- **Building an influential and connected community through policy, insight and collaboration** – convening the spaces for groups and organisations to work together and share insights, building partnerships between charities, the local public sector and private businesses
- **Celebrating the work, talents, creativity and diversity of all our local communities** through our annual Spirit of Manchester programme, telling the story of the wealth of activity in local communities across the city

We believe every individual and community has unique skills, talents, knowledge and insights that are important. We also believe that our collective skills, knowledge and lived experience uniquely equip us to do the work we do. All of our work is informed by three key values:

- Being **supportive** – providing mutual support and encouraging one another
- Being **collaborative** – facilitating positive change in society by working with people
- Being **influential** – harnessing people's skills and building their confidence to shape and inform policy and practice



A Message from the Chief Executive

When people ask me what my job is, I often say that it's to make more good stuff happen in Manchester.

Manchester Community Central (often known just as "Macc") has a unique position is at the heart of Manchester's voluntary, community and social enterprise sector, working alongside public bodies and local businesses. This gives us a unique perspective on this city and a role unlike any other organisation.

We support, encourage and celebrate the amazing work of our local voluntary, community, and social enterprise organisations (including the community work done by faith organisations across the city) – VCSE sector for short. We help new groups get started and provide guidance for existing ones to grow and improve. We help organisations find the funding and resources they need to succeed. We also run Volunteer Centre Manchester.

Part of our role is to bring organisations together so they can collaborate and have a stronger voice when working with the City Council, the NHS, and other public services. We help local people be active in their communities, and we advocate for the VCSE sector to make sure it's heard in decisions that affect Greater Manchester. Manchester Community Central aims to be an active, influential and inspiring voice in the city.

I'm proud of the work we do and the impact we have on our local community. As we do all that work, we try to lead by example in being a good employer and a great place to work. It's important to us to provide a safe, welcoming and supportive environment for all our staff where you can develop your skills and knowledge whilst supporting our communities. We've shaped our offer to reflect the kind of workplace we're proud to be – you'll find all the details of what Manchester Community Central offers below.

Thanks for your interest in Manchester Community Central and we look forward to hearing from you.

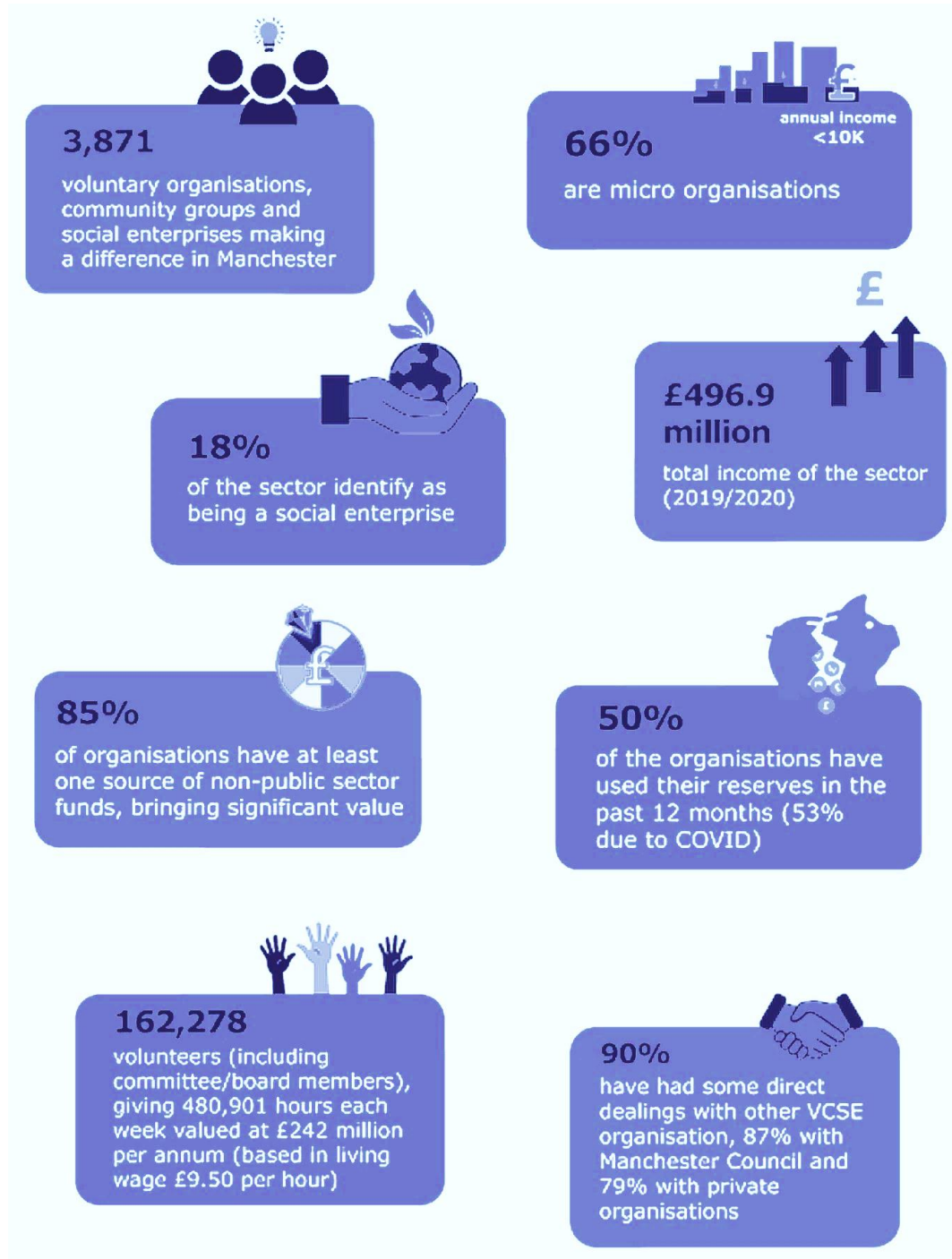


Best wishes,

Mike Wild
Chief Executive



Key Figures from the 2021 'State of the Sector Report'



Key facts from Manchester Community Central's **State of the Sector** research into the scale of the work done by charities, community groups and social enterprises across Manchester. This was part of a collaborative project with partners across Greater Manchester to show the contribution we make to the city region.



Some of Manchester Community Central's achievements of the last few years

568

charities and community groups given focused support to develop their organisation

Over **£2million**

additional funding brought into local VCSE organisations through Manchester Community Central support

Manchester Community Central's response to Covid19 included....

- Volunteer recruitment and support
 - Practical advice on running services safely, obtaining PPE, workforce wellbeing
 - Funding advice and distribution
 - Organising early provision of advice and support in community languages and prioritising culturally appropriate responses
 - Peer support for VCSE staff and volunteers
 - Organising vaccinations for frontline VCSE staff and volunteers
 - Representing & connecting with local regional and national bodies
- Kindness Stories campaigns celebrating local people supporting each other
- Monitoring and reporting the impacts on local communities and VCSE organisations

6,246

volunteers recruited

New Premises

In early 2025, Macc took over the running of the St Thomas Centre in Ardwick. Macc moved offices for the first time in our history!

13th annual
Spirit of Manchester Awards

held in October 2025

Over **5,000**

individual hardship grants distributed to local residents

Manchester Community Central Transformation Plan

- Updated Manchester Community Central Strategy
- Anti-racism strategy
- Climate action strategy
- New hybrid working approach
- Team restructure
- New staff support and accountability approach

Action through collaboration

- Supporting **Manchester Homelessness Partnership** and **GM Older People's Network**
- Working with Eric Wright Charitable Trust on grants for charities facing increased pressures in the **cost of living crisis**
- Partnership with CAHN and Comic Relief to give **grants to Black-led community groups**
- Bringing together VCSE organisations to support people arriving in Manchester from **Afghanistan, Ukraine and Palestine**.
- Building the **10GM partnership** with other Local Infrastructure Organisations in Greater Manchester
- Facilitating **peer support between leaders** in Manchester VCSE organisations

What the people we work with say about us

On support from Manchester Community Central

"Thank you so much for the great guidance and support in building [our group]!"

"The Health check is a fantastic opportunity for us all to learn and grow as an organisation so all the Board is really appreciative of the time and effort Manchester

"I have been to other Manchester Community Central training sessions. I found all of them very helpful and knew this one was going to be the same"

"You never cease to be amazingly helpful and supportive. It's been so good to know you're there, during what has been a tough few years."

"It is going well with the volunteers – there is no way we could have done this without you holding my hand. You have done a great job!"

"We've had some serious challenges – [the kinds of] Covid-generated crises familiar across the voluntary sector. Manchester Community Central has been a consistent source of practical help and I just wanted to let you know how incredibly valuable

On our role in the city

"Manchester Community Central's policy and influence bulletin is always the most insightful. and useful newsletter/update I receive"

"Plays a critical linking role between different sectors, organisations and individuals with roles to play in building a better society; builds understanding and encourages people to think differently about their work"

"Thanks for showing and demonstrating much needed leadership and for being there for our sector in unprecedented times."

On the Spirit of Manchester

"Our hearts are full after an amazing celebration of Manchester's community groups and charities. It's such a privilege to be part of this group of change makers."

"Thanks for lifting my spirits this evening, it's just been brilliant. Thanks again to everyone working across the voluntary sector"

About the Role



Position: Lived Experience Project Worker
Salary: £10,488 per year (0.4 of £26,221 full-time equivalent)
Hours: 14 hours per week (0.4FTE)
Location: Based in the Manchester Community Central office in St Thomas Centre, Ardwick, but with some remote working
Contract: 9 months (continuation dependent on funding and business need)
Reporting to: Collaboration Manager

About this role

We are recruiting for a part-time project worker to embed lived experience in the work of the Migrant Destitution Fund and other collaborative projects supported by Manchester Community Central. If you are passionate about lived experience involvement and voice and have the desire and proven ability to help people share their feedback, stories and experiences, then this role is for you. You might be looking for temporary part-time employment or a freelance post– we're open to both.

The Migrant Destitution Fund (MDF) supports people in Greater Manchester forced into destitution by their immigration status. By providing cash grants, the fund helps people meet their basic needs, ease pressure on their mental health and restore dignity. MDF also advocates for a society where everyone is free to live with dignity as members of their communities – and we believe that the voices of people who have experienced enforced destitution should be central to advocating for this vision.

This role involves supporting people with lived experience to speak out and share their knowledge and experiences to raise awareness and advocate for change. It is all about connection, care, and making sure everyone feels supported and heard.

To be successful, you will need experience of facilitating groups and other activities to involve people with lived experience. You will have a flair for developing relationships with local organisations and partners. We're especially interested in hearing from you if you are

- A strong communicator, someone who builds trust, listens deeply, and can work with a wide range of people
- Someone who enjoys organising, keeping things running smoothly, and making sure no one is left out

Manchester Community Central are proud to be a member of the Experts by Experience Employment Network. We welcome applications from underrepresented groups and recognise that lived experience brings valuable insight. Learning, personal development and regular support will be available through Manchester Community Central's Collaboration Manager.



Main duties

Being Supportive

- Support collaborative projects, particularly the MDF Action Group, in progressing their programmes of work, ensuring that lived experience informs and drives the work
- Assist participants of Macc's lived experience involvement activities in navigating practical barriers to participation, and support with processing expenses and gratuities
- Work with MDF Partnerships Lead to recruit new voluntary members of the MDF Action Group, particularly those with lived experience of destitution

Being Collaborative

- Build open and trusting relationships with MDF referral partner organisations and other relevant networks and partnerships hosted by Manchester Community Central.
- Support the delivery of partnership events to share learning, develop good practice and promote longer-term solutions for people experiencing destitution, or other issues.
- Work with Manchester Community Central colleagues to create safe spaces for people with shared experiences to connect and build strength and voice, and particularly with the MDF Partnerships Lead to plan and facilitate community consultation sessions to inform MDF's advocacy work

Being Influential

- Recruit and support spokespeople with lived experience of various issues, including destitution, to speak out and inform change
- Gather stories to support advocacy work, exploring safe and appropriate ways to amplify people's voices, such as at events, through videos or other creative storytelling methods
- Champion and amplify the voices and perspectives of people with lived experience across Manchester Community Central's work

General Responsibilities of all Manchester Community Central Staff

- Support and promote Manchester Community Central's purpose, values, and beliefs. Help others to do the same and look for ways to build new connections.
- Be kind. Treat everyone with respect, dignity, and empathy.
- Take responsibility for your work, both within the team and with others outside the organisation.
- Work as part of the Manchester Community Central team. Share ideas and help shape our work, policies, and good practice.
- Help with general tasks across the organisation. This includes:
 - Writing or supporting newsletters, bulletins, social media, and online content
 - Using and updating our contact and casework database
 - Helping to report on the difference our work makes
 - Supporting meetings, events, and training
 - Taking part in the Spirit of Manchester programme, which celebrates the local VCSE sector
 - Responding to enquiries and helping with admin
- Support income generation and fundraising. This may include delivering services that Manchester Community Central charges for.
- Keep learning. Be open to training and developing your skills.



- Follow key Manchester Community Central policies to help us lead by example as a VCSE organisation.
- Respect and value diversity. Be inclusive in everything you do, following our Equal Opportunities and related policies.
- Look after your own health and safety, and help keep others safe too. Follow Manchester Community Central's Health and Safety, Safeguarding, and Staff Welfare policies.
- Protect our systems and information. Follow our policies on Data Protection, Cybersecurity, and Open Data.



Who we're looking for

We are seeking a proactive and passionate individual who values working collaboratively with partners across the voluntary, community, social enterprise (VCSE), public, and private sectors.

This role welcomes individuals who have:

- **A commitment to inclusion:** You are passionate about diversity and make sure that different voices are heard and respected. You will work to reduce barriers to involvement to increase representation of Experts by Experience in leadership and decision-making
- **Influencing and advocacy skills:** You help make sure the voice of lived experience experts is heard in key decisions about policy and funding. You're confident in challenging assumptions and speaking up to promote fairness and long-term change.
- **A community-centred mindset:** You should have a strong commitment to social justice and working in solidarity, with practical experience of working within and/or supporting voluntary, community and social enterprise (VCSE) organisations
- **Excellent communication skills:** You are confident in facilitating group work with a wide range of partners, with the ability to hold safe supportive spaces and engage with others in a sensitive and trauma-informed way
- **A collaborative approach:** You work well with others, can network and build trusting relationships with diverse groups, linking organisations and individuals to create opportunities for working together and making a positive impact
- **Strong documentation and reporting skills:** You are organised and thorough in keeping records, tracking progress, and sharing clear updates with colleagues and partners. You have good English writing and computing skills, such as using WhatsApp, email, word and spreadsheets
- **Self-awareness and initiative:** You can work independently and manage your own time using sound judgement and initiative, reaching out for support when needed. You're able to identify and escalate risks, especially around safeguarding when working with vulnerable people.

It's a bonus if you also have:

- **Knowledge of local organisations:** A good understanding of local community and refugee and migrant support organisations in Greater Manchester
- **Personal experience of immigration control:** You might have direct experience of immigration, for example seeking asylum, or being on a work or spouse visa.

You'll need to be able to travel within Manchester. However, a driving licence isn't required – we encourage active travel such as walking, cycling, or using public transport.

If this sounds like you, and you're excited by the chance to help create meaningful change in Manchester, we'd love to hear from you.

What Manchester Community Central offers



At Manchester Community Central, we are committed to being an inclusive and supportive employer. We believe in creating a workplace where everyone can thrive, and we offer:

- **Flexible working:** We value flexible working and offer options such as adjusted working hours, hybrid or home working. We have office space in Ardwick but our approach balances personal choice, building teamwork and the needs of the people we work with.
- **Wellbeing support:** Our dedicated Health and Wellbeing team works to create a culture that supports everyone's health and wellbeing at Manchester Community Central. This includes access to confidential, in-house mental health first aiders and regular team social activities. We also offer 'Re-energise Afternoons' – monthly sessions where staff can take time away from work to rest and recharge.
- **Carers support:** We are committed to supporting carers in the workplace, and we offer five days paid carers' leave per year for those with ongoing caring responsibilities, along with other support.
- **Menstrual Health and Menopause friendly workplace:** We are proud to be Menstruation and Menopause Friendly employers, providing a range of support to help staff to manage symptoms, as well as educating employees on these topics.
- **Professional development:** Personal Development Plans (PDPs) and dedicated budgets for external training and growth.
- **Volunteering leave:** Staff are entitled to up to 2 days per year (pro rata) with pay to engage in voluntary activities.
- **Active travel incentives:** Support for public transport season tickets, a Cycle to Work scheme, and travel expenses for cyclists.

These benefits reflect our commitment to supporting staff while working together to strengthen Manchester's communities.

If you have specific needs or requests (e.g. related to accessibility, caregiving, flexible working, or something else), we encourage you to let us know during the application process.



Equity and Inclusion

Manchester Community Central is passionate about ensuring that everyone has a fair chance and that they are treated equally.

We are aware of the underrepresentation of certain groups and communities in our sector. These include but are not limited to, people from racialised or minoritised backgrounds, people with disabilities, LGBTQIA+, people who are neurodivergent, and those from working-class backgrounds. We want to change this and commit to playing our part in eradicating inequalities in both what we do and the way we do it.

Manchester Community Central is an inclusive employer committed to building a diverse, effective workforce which reflects our local communities. We work hard to create a supportive, accessible working environment. We celebrate difference, and welcome applications from a wide range of backgrounds, skills and abilities, recognising value in different perspectives.

Our inclusion commitments:



How to apply

If you're excited by this role and believe you can bring to it the skills and passion we're looking for, we'd love to hear from you! Here's how our recruitment process works:

1: Application Form

Attached with this pack is a short application form in which we ask you for some basic details and a few questions about your skills, knowledge and relevant experience. There is also an equalities monitoring form with simple questions and a privacy statement which we ask you to confirm you have read.

Once you've completed the form, please email it to: pauline@macc.org.uk

We acknowledge all applications by e-mail (or post if email is not available) within 2 working days of receipt. If you don't receive an acknowledgement, please contact us as soon as possible: if you haven't heard from us, we may not have received your application.

2: Interviews

We will review all the applications we receive and then produce a shortlist of people we want to invite for an interview. These are usually held at our offices at St Thomas Centre in Ardwick. The interview gives us a chance to explore your application in more detail – and also for you to ask us questions about the role and our organisation. We might ask you to prepare a task in advance if that's appropriate for the role.

If you are invited to interview, we'll give you a copy of the questions when you arrive so you can have a few minutes to prepare your thoughts. After the interview we also give you an opportunity to share any feedback – or make a note of anything you forgot to mention.

Important dates:

- The closing date is **Wednesday 19 November, 2025 at 12 noon.**
- Dates for interviews are **Thursday 4 December, 2025.**

Need help or more information?

If you have any questions about the application process or to clarify any information in this Recruitment Pack, please email pauline@macc.org.uk

While we can't help you complete the application form, we recommend visiting the GM Recruitment Hub page '[Tips for Applying for a Job in the VCSE Sector](https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/)'. It includes helpful advice and resources to guide and inspire you as you write your application. You can find it by clicking the link or entering this web address into your internet browser:

<https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/>

Accessibility:

If you need this information in alternative formats or have suggestions to improve our recruitment process, please contact: pauline@macc.org.uk or phone **0161 834 9823**



Connect with us



[@mcrcommcentral.bsky.social](https://twitter.com/mcrcommcentral)

VCM: www.facebook.com/VCMOfficial/

Spirit: www.facebook.com/spiritofmanchester/

GMOPN: www.facebook.com/gmopn/



[Manchester Community Central Manchester](https://www.youtube.com/ManchesterCommunityCentralManchester)

[McrCommCentral](https://www.youtube.com/McrCommCentral)

[VolunteerCentreManchester](https://www.youtube.com/VolunteerCentreManchester)

www.manchestercommunitycentral.org



Manchester Community Central,
St Thomas Centre, Ardwick Green North,
Manchester, M12 6FZ
Tel: 0161 834 9823

Over **25,000**
followers on our
social media
channels

Over **5,700**
people signed
up for our
weekly news
bulletin



Manchester Community Central is a founding partner of 10GM, a joint venture to support the local VCSE sector in Greater Manchester



Manchester Community Central is a Charity Registered in England and Wales No 1145921 and a Company Limited by Guarantee No. 7788593.

