

Walworth Living Room Host



Application Deadline: 13 January 2025, 9am GMT

Interviews: 17/21/22 January 2025

To apply: complete and submit the application form at the bottom of this page. There are two additional forms, detailed below, which need to be completed before the application can be considered.

Pembroke House actively seeks and encourages applications from candidates from diverse backgrounds. We actively encourage applications from eligible candidates from global majority backgrounds. We strongly encourage applications from people who live locally, and put a high value on what lived experience of the local area could bring to this role, and the organisation as a whole.

We will offer guaranteed interviews to any candidate who meets the essential person specification who also has either a strong connection to Walworth, is from ethnic minority backgrounds or has not accessed higher education.

Brief Description

The Walworth Living Room Host welcomes visitors to our drop-in community centre and helps them understand what the space has on offer. The role helps make the space run smoothly.

Responsible to: Walworth Living Room Project Manager

Location: All Saints Hall, Surrey Square Road, SE17 2JU

Hours of Work: 1 to 2 days per week (between 7 and 14 hours per week),

Wednesday to Saturday. Because our opening hours include Saturdays, we are particularly interested in people who can work regularly on Saturdays.

Salary: £26,023 FTE per year (pro rata) (Equal to approximately £100 per day)

Contract length: 1 year with the possibility of extension

Role Overview

The [Walworth Living Room](#) (WLR) Host will be responsible for helping people feel welcome and engaged in the life of the WLR.. The WLR c It is a place that aims to foster mutual trust, care and respect amongst diverse neighbours.

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info@pembrokehouse.org.uk | @Pembroke1885

The Walworth Living Room offers a community meal, activities, resources and workshops that support people to:

- Spend time with their friends, family and neighbours
- Meet new people and build new relationships with people of different backgrounds and experience
- Understand the value of social connections for individuals and society and the root causes of social isolation
- Share and practise the skills needed to sustain healthy community in a diverse neighbourhood
- Imagine a more just and beautiful neighbourhood
- Build collective power that enables us to take action or create projects for the benefit of the neighbourhood

The WLR Host should imagine that they are the host of a gathering in their home. They will welcome people into the Living Room, helping them to understand what its purpose and values are and how they can get involved. They will get to know the regular visitors and introduce people to each other and encourage them to share skills and ideas. They will prioritise listening over talking. The role will also be responsible for keeping space clean and well organised and for helping with food and drink service. They will collect data on a regular basis for evaluation and monitoring.

The WLR should be a space that is welcoming, respectful and inclusive to everyone. Therefore WLR hosts must:

- Welcome people of all backgrounds into the WLR and treat them with care and respect.
- Be willing to engage in training and staff conversations about issues of identity.
- Take action to ensure the space is inclusive of all identities.



Pembroke House

Pembroke House is a centre for social action and residential community in Walworth, south-east London.

We were founded in 1885, by students from Pembroke College, Cambridge, as one of the first settlement houses. Shocked by growing poverty and inequality, the pioneers of the settlement movement sought a new approach: taking up residence to live, work and solve problems alongside local communities.

For over 130 years, we've been working to bridge traditional divides and unite people – whatever their background or walk of life – in building a better Walworth.

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Walworth Living Room Host



Job description

This job description and person specification outlines the key accountabilities of, and output required from, the postholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

Main Duties and Responsibilities

1	WELCOMING AND SUPPORTING VISITORS <ul style="list-style-type: none">• Welcome people and help them understand the WLR• Listen to people and connect them to each other• Encourage people to share skills and ideas by volunteering to lead workshops or activities in the WLR• Assist with marketing the Living Room in the local community, which might include distributing fliers, updating the website and posting on social media
2	FOOD AND DRINK SERVICE <ul style="list-style-type: none">• Assist the Chef with set up and clear up of WLR and meal service• Plate and serve food and drinks the cafe and process sales• Follow processes to ensure Health and Safety Legislation is adhered to and reduce risk
3	SUPPORTING OVERALL DELIVERY OF THE SPACE <ul style="list-style-type: none">• Ensure the WLR is clean and well-organised• Support activity leads to set up and clear up their activities• Support the membership scheme by helping keep track of volunteer hours• Collect necessary evaluation and monitoring data, including counting participants in the WLR and in WLR activities
4	OCCASIONAL DUTIES <ul style="list-style-type: none">• Attend special events organised by Pembroke House which may be during the evenings or at weekends.• Complete other tasks commensurate with the level of the role

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5	<p>OTHER</p> <ul style="list-style-type: none"> ● Take part in weekly and monthly meetings of all staff or smaller project-based teams helping foster effective team-working and a coherent approach across all our activities. ● Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days. ● Take part in the life of Pembroke House by mucking in when a team effort is required to get something done. ● A commitment to the Equal Opportunities Policy of Pembroke House ● Act as a First Aider and Fire Marshal if needed only
<p>The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke House reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.</p>	
Job Description prepared by	Tara Mack
Date	7 November 2024

Walworth Living Room Host



Person Specification

Who we're looking for

You are a warm and friendly people person who is excited by the idea of spending the day chatting with people of all backgrounds. You are a good listener who can make people feel heard and understood. You should be someone who can stay calm in a busy and sometimes chaotic environment.

You will have experience working in low-income/working-class communities and communities of colour. You'll be comfortable talking to people who have experienced trauma in their lives. You'll be someone who knows the local community well. **We have a preference for people who speak either Spanish or Arabic.**

You are committed to helping to make the WLR a space that is welcoming and inclusive of people of all backgrounds, religions, identities and experiences, including people of colour, LGBTQ+ people, disabled people, migrants and people of all gender identities and all ages. In order to help build an inclusive environment, you are willing to talk about topics such as racism and homophobia and to learn about perspectives and ideas that are unfamiliar to you.

	Tested at
Experience - Essential	
At least 1 year's experience in a paid or voluntary role in which you had to interact regularly with members of the public in a diverse community	Application
Comfortable using computer software such as email, Google Suite and Microsoft Word or other word processing software	Application
Conversational fluency in English and basic competency in written English	Interview
Experience - Desired	

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Fluency in another language spoken in the Walworth area, particularly Spanish or Arabic	Application
Food safety experience	Interview
Food service experience	Interview
Personal Attributes - Essential	
Well-connected in the local community. Knowledge of local people and local organisations.	Application
A willingness to be inclusive of people of all backgrounds, religions, identities and experiences	Application/Interview
Understanding of and ability to communicate the purpose and values of the WLR	Interview
Good listener	Interview
A desire to work in an organisation that is talking about issues such as racism, homophobia and ableism. You don't have to be an expert in any of these things. You just have to be willing to learn.	Interview
A commitment to a test and learn approach—trying things out, seeing what happens and then adjusting the approach	Interview
Ability to work independently and as part of a team	Interview

Special Conditions

- Willing and able to work from the charity's premises.
- Ability to work occasionally outside of normal office hours including evenings
- Sensitive to the ethos of St. Christopher's Church

For further information about Pembroke House, please visit our [website](#).

If you have any questions about the role then please be in touch with Tara Mack at tara.mack@pembrokehouse.org.uk.

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Benefits

Salary: £26,023 FTE per year (pro rata)

Cost of living will be reviewed annually and is currently pegged to the Higher Education single pay spine – a collective agreement negotiated between five trade unions.

Working culture

Many of the team are part-time employees and we all come from diverse backgrounds and experiences. Each staff member has a personal development budget to ensure they feel confident in their roles and have space to grow.

Food plays a central and growing role at Pembroke House: when possible we run community lunch clubs, monthly team dinners, healthy breakfasts, and lunches. We also do team trips to shows and exhibitions and offer a staff discount on food and drink at the Walworth Living Room.

We invest in a lively office culture, and support our staff to work flexibly when this can be accommodated. No-one at Pembroke House is confined to a desk or computer — everyone chips in with projects, events and activities.

We subscribe to a generous cycle to work scheme as well as an electric car leasing scheme.

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Leave

We want to support our staff as best we can, and recognise that time away may be needed for different reasons.

Annual Holiday Leave: 28 days paid annual leave per annum (pro rata), plus the standard Bank and Public Holidays and three discretionary days between Christmas and New Year.

The leave year begins on 1 April. During the first year of employment, you will be entitled to annual leave on a pro rata basis

Sick leave: Once staff have passed probation they are entitled to our enhanced sick leave policy

Dependency Leave: We know that balancing work with caring responsibilities is hard, which is why we have a policy that allows for some time off to support this.

Compassionate Leave: When serious and life changing events happen, our compassionate leave policy allows for time off to process and recover.

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Pension

A 5% employer's contribution to the pension scheme is offered, subject to qualifying criteria.

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