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4 May 2022

Dear Applicant

Thank you for your interest in the post of LGBTQ+ Equalities and Hate Crime Officer (Royal Borough of Greenwich).

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 9:00am on 29/05/2022** by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the **week beginning 09/06/2022**

For further information regarding this post please contact Taz Edwards-White on 020 8305 5000 or by email [taz.edwards-white@metrocharity.org.uk](mailto:taz.edwards-white@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

**METRO Woolwich**  
1st Floor Equitable House  
7 General Gordon Square  
London  
SE18 6FH

**METRO Essex**  
Suite 1 Perception House  
50B Duke Street  
Chelmsford  
CM1 1JA

**METRO Gillingham**  
Long Catlis Road  
Parkwood, Rainham  
Gillingham  
Kent  
ME8 9PR

**METRO GAD**  
The Forum at Greenwich  
Trafalgar Road  
London  
SE10 9EQ

**METRO New Cross**  
The Mulberry Centre  
15 Amersham Vale  
London  
SE14 6LE

# Job description

## Key details

Job title	LGBTQ+ Equalities and Hate Crime Officer
Employment status	Part-time
Duration	Permanent
Salary/Wage	£26,533 (pro-rata)
Hours	17.5 hours a week, Monday – Friday with some occasional evening and weekend working
Line manager	Alliance Manager
Coordinated by	Communications Manager and GriP
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main locations of work are METRO Woolwich and METRO New Cross

## Job outline

We are looking for a skilled, committed, motivated and outgoing person to fulfil three aspects of this role (1) work with LGBTQ+ people experiencing hate crime in the Royal Borough of Greenwich, as well as

(2) undertaking strategic equalities work for RBG, which includes looking after the development of an LGBTQ+ forum and associated social media.

And (3) assisting with the running of mental health group support.

All three aspects of this role are focused around supporting those who identify as LGBTQ+ both frontline and strategic Sexual Orientation and Gender Identity work in the Royal Borough of Greenwich.

## Main tasks

1. Casework and outreach
  - o Be a first point of contact, providing, information, referral, third party reporting and other services to victims of LGBTQ\_ hate crime in the Royal Borough of Greenwich.
  - o Keep appropriate, confidential records of work with clients, ensuring notes are recorded in a timely manner.

- Plan and deliver outreach visits to LGBTQ+ venues and groups to raise awareness of the service.
  - Provide one to one support.
  - Provide weekly mental wellbeing group work support (for those who have experienced hate crime).
2. Attending meetings
    - Represent METRO at relevant meetings.
    - Represent METRO at key forums.
    - Feedback to line manager as relevant.
  3. Building capacity
    - Deliver LGBTQ+ hate crime and equalities service user group work, and training programmes to professionals, as relevant
    - Work with statutory and voluntary partners and other METRO staff members working on equalities issues on LGBTQ+ hate crime and equalities issues
    - Produce information on the above issues, as relevant and distribute to relevant venues, groups, partners and online media
    - Be the referral point for 3rd party reporting and LGBTQ+ hate crime
    - Conduct community engagement drives and events

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

## Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Experience working in Hate Crime.		Essential	Both
	Knowledge of issues facing LGBTQ+ people.	Essential	Both
	Knowledge of hate crime and the LGBTQ+ equalities landscape in London and surrounding regions.	Desirable	Both
	Developed knowledge of the Equalities Act (2010).	Essential	Both
	Understanding of how a charity may lead in a local area to improve equalities issues.	Essential	Both
	Understanding of how a charity would go about improving the lives of individuals and communities in the area of sexual orientation and gender identity.	Essential	Both
At least 2 years' experience working in community development.		Desirable	Both
Experience of working with a range of bodies including the Police, Council and voluntary groups.		Desirable	Both
Experience of working with volunteers.		Desirable	Both
Ability to express oneself clearly and articulately in both written and spoken word.		Essential	Both
	Ability to prioritise tasks and work independently and under pressure.	Essential	Both
	Able generate effective and pragmatic solutions to new situations and problems as they arise.	Essential	Both
	Able to work with others in a collaborative and solutions focussed manner to achieve outcomes.	Essential	Both

	Knowledge of safeguarding issues affecting both children and vulnerable adults.	Essential	Both
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