



Application pack

Community Network Coordinator

Thank you for your interest in the Community Network Coordinator role.

This is an exciting opportunity for an enthusiastic and organised individual to join our small and successful national charity as our Community Network Coordinator.

Unlock has achieved a great deal for the people we support and that is testament to the talents of our dedicated team of staff, volunteers and people with lived experience who shape our work. Through listening and engaging with people who face difficulties because of their criminal record, we have built a strong reputation for identifying issues, developing practical solutions and driving positive change. We also influence policy and work to create a fairer and more inclusive society.

Whilst we are a small charity we punch above our weight. We're resourceful, impactful and work efficiently with like-minded organisations to achieve our aims. We are widely recognised as the leading organisation supporting people with criminal records.

We're looking for a motivated and proactive individual who is passionate about bringing people together and creating opportunities for connection, learning and mutual support. As our Community Network Coordinator, you will play a key role in coordinating and developing our community networks and helping to ensure the voices of people with a criminal record inform and strengthen Unlock's work.

If you are an excellent communicator, enjoy building positive relationships and are motivated to help people move on positively with their lives, we would love to hear from you.

We look forward to meeting you.

Best of luck with your application and kind regards,

A handwritten signature in blue ink, appearing to read 'Paula', is displayed on a light blue grid background.

Paula Harriott

Chief Executive Officer

About Unlock

Our mission

Our mission is to advocate for people with criminal records to be able to move on positively in their lives. We:

- Support people with criminal records to navigate their way through challenging times
- Research and raise awareness of the systemic issues that people are facing
- Campaign for changes to legislation, policies and practices of government, employers and others.

Our vision

A fair and inclusive society where people with convictions can move on positively in their lives.

Unlock is an independent award-winning national advocacy charity that provides a voice and support for people who are facing stigma and obstacles because of their criminal record, often long after they have served their sentence.

We exist for two simple reasons.

Firstly, we help people to move on positively with their lives by empowering them with information, advice and support to overcome the stigma of their previous convictions.

To do this we provide information, advice and support, through our website, online tools and confidential peer-led helpline. We help advisors who work with and support people with criminal records by providing criminal record disclosure training. And we support employers and universities in treating people fairly.

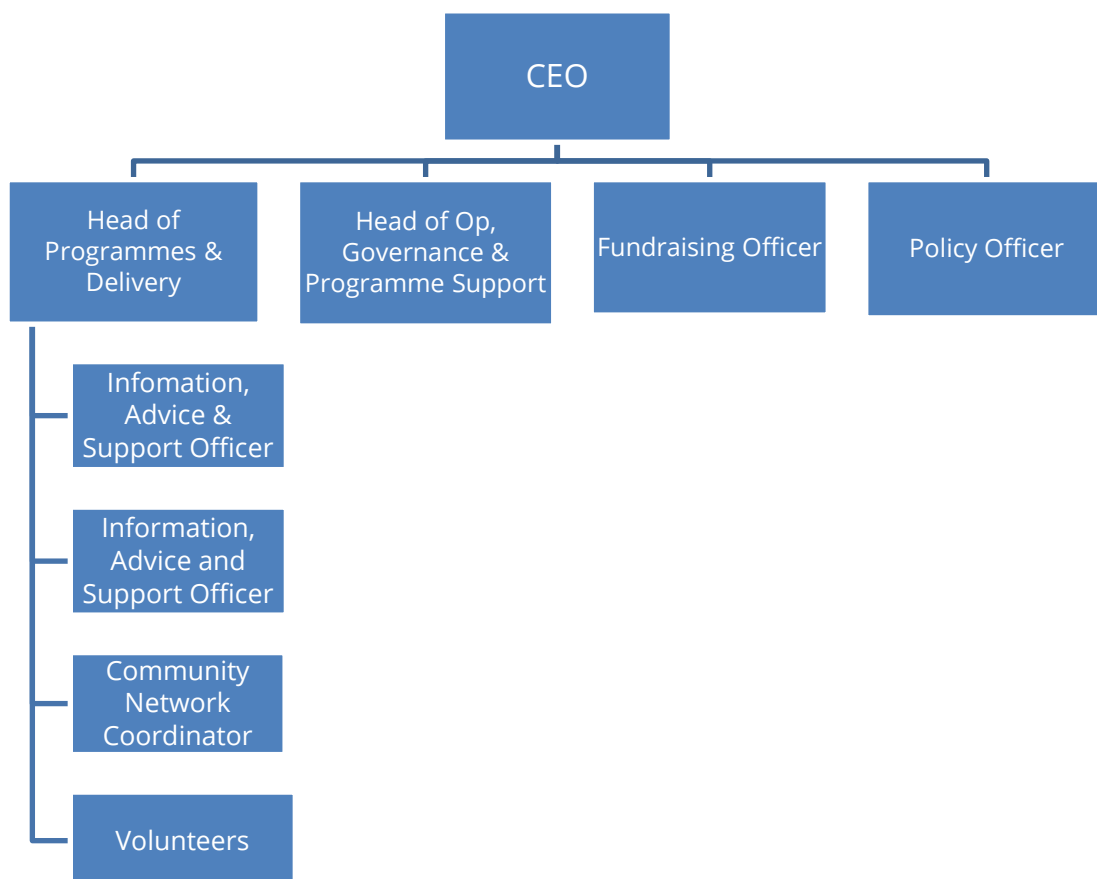
Secondly, we seek to promote a fairer and more inclusive society by challenging discriminatory practices and promoting socially just alternatives.

To do this we advocate for change, working at policy level to address systemic and structural issues. We listen to and consult with people, undertake research and produce evidence-based reports to inform policy makers and the public. We challenge bad practice, influence attitudes and speak truth to power. We co-founded and support the Ban the Box campaign and we are pushing for #FairChecks, a fresh start for the criminal records system.

We welcome applications from people from all backgrounds. Applications from candidates who are from racially minoritised communities, have a disability or who are from a less privileged background are particularly encouraged. We welcome applicants with a criminal record although it's not a requirement for the role. Having a criminal record is not a bar or a requirement for this role.

Unlock is committed to equity, diversity and inclusion. We continue to develop our policies, processes and culture and ensuring our services are accessible by those who most need them, as we know there is always room to improve. We are committed to doing this work in an open and transparent way, and with the involvement of the whole organisation as well as external stakeholders and people we support.

The Unlock team



Benefits of joining Unlock

Holidays	You'll receive 25 days of annual leave, plus bank holidays. In addition, we have a three-day Christmas closure between Christmas Day and New Year's.
Pension	You'll automatically be enrolled in our pension scheme. We'll contribute 6% of your salary provided you make a minimum contribution of 2%.
Employee assistance	You'll have access to confidential, independent advice 24/7. This includes online resources and a dedicated helpline staffed by qualified counsellors and advisors ready to support you with legal, financial, health and family-related concerns whenever you need it.
Death in Service	Our life assurance scheme is designed to give you and your loved ones peace of mind. If the worst happens, your nominated beneficiaries will receive a payment equivalent to twice your annual salary.
Flu jab	We will pay for your annual flu jab.
Eye care	We cover the cost of a standard annual eye test. If you require glasses or contact lenses specifically for work, we'll contribute £50 towards the cost.
Reward Gateway	A discount platform giving you access to offers on popular brands.

The role

Job title:	Community Network Coordinator
Responsible to:	Head of Delivery and Programmes
Salary:	£26,228 pro rata for a 4 day working week
Contract:	Fixed term until October 2027 with potential to extend subject to funding
Holidays:	28 days paid holiday during each holiday year. This is inclusive of 3 days closure between Christmas and New Year. In addition, you are entitled to take the usual Public Holidays in England.
Working hours:	37.5 hours per week
Probation period:	3 months
Location:	Remote, with occasional travel to Maidstone and other locations.

Please note this role isn't suitable for job-share.

Role purpose

Unlock is committed to ensuring that people with criminal records can access the information, advice and support they need to move forward with their lives. We believe that ensuring the experiences of people with lived experience shape our services, resources, campaigns and strategic direction.

The Community Network Coordinator will play a key role in strengthening Unlock's relationships with communities, grassroots organisations and people with lived experience across England and Wales. The role will lead the development of meaningful partnerships with organisations that support people with criminal records, helping to improve access to trusted information and advice whilst ensuring that lived experience is embedded throughout Unlock's work.

Working closely with community partners, people with lived experience, and colleagues across the organisation, the postholder will create opportunities for collaboration, learning and co-production that improves outcomes for individuals facing multiple and intersecting forms of disadvantage.

Key responsibilities

Community network and partnership development

- Develop and maintain a strong network of community-based, grassroots and equity-led organisations that support people with criminal records and are rooted in the communities they serve.
- Identify opportunities for collaboration, joint initiatives and shared learning that strengthen support available to people with criminal records.
- Act as a key point of contact for partner organisations, developing positive and mutually beneficial relationships.
- Represent Unlock at external meetings and events, promoting partnership opportunities and raising awareness of Unlock's work.
- Support the growth and sustainability of Unlock's community network, ensuring organisations remain engaged and connected.

Capacity building and knowledge sharing

- Coordinate the delivery of training, workshops and learning opportunities for partner organisations to increase their confidence in supporting people with criminal records.
- Facilitate the sharing of knowledge, resources and good practice between Unlock and partner organisations.
- Encourage collaboration between organisations within the network to strengthen collective impact.

Lived experience involvement

- Recruit, support and coordinate members of Unlock's Insight Panel and other lived experience groups.
- Ensure the voices of people with lived experience, particularly those facing multiple and intersecting disadvantages, influence and inform Unlock's services, projects, campaigns and organisational development.
- Strengthen the skills, confidence and involvement of people with lived experience in shaping Unlock's work.

Service development and organisational impact

- Work with colleagues across the Information, Advice and Support Service, Communications, Policy and Fundraising teams to ensure community insight informs organisational priorities and activities.
- Contribute to the development of new resources and services based on learning from partners and people with lived experience.

Monitoring, evaluation and learning

- Establish and maintain effective systems for collecting and analysing qualitative and quantitative data relating to community engagement and partnership activities.
- Produce reports, case studies and newsletters for internal and external stakeholders, including funders where required.
- Use Unlock's CRM and other systems to accurately record, manage and report on engagement activity and outcomes.

General

- Work collaboratively with colleagues, volunteers and stakeholders to achieve organisational objectives.
- Ensure all activities are delivered in line with Unlock's values, policies and procedures.
- Undertake any other reasonable duties requested by the Head of Delivery and Programmes or the CEO.

Person specification

Attitudes and values

Commitment to:

- Unlock's aims, values and approach
- Putting lived experience at the heart of decision-making and service development
- Building positive, respectful and productive partnerships
- Collaborative working, learning and continuous improvement.

Experience

- Developing and maintaining partnerships with community, voluntary or grassroots organisations
- Supporting co-production and lived experience involvement
- Organising and facilitating meetings, training sessions or learning events
- Monitoring, evaluation and reporting on activities and outcomes
- Producing reports, newsletters, case studies or other written communication.

Knowledge and understanding

- Understanding of barriers faced by people experiencing disadvantage and inequality
- Understanding of co-production and meaningful lived experience involvement
- Understanding of partnership working and community engagement.

Skills and abilities

- Excellent networking and relationship-building skills
- Strong verbal and written communication skills
- Ability to facilitate discussion and encourage participation
- Ability to organise and prioritise a varied workload.
- Ability to work independently and collaboratively
- Confident using IT including use of spreadsheets, social media platforms, databases and google analytics.

Desirable

- Understanding of issues affecting people with criminal records
- Experience of supporting advisory groups, networks or lived experience panels
- Experience or working in the voluntary, community or social justice sector.

How to apply

Application deadline

Friday 7 August 2026

All applications will be acknowledged by email. Whether or not you're shortlisted for interview you'll hear back from us by 13 August.

Meeting our Insight panel

Monday 17 August 2026

The selection process will include an online meeting with members of our Insight Panel. The panel will be keen to explore how you would collaborate with them to ensure their perspectives are meaningfully heard, valued and embedded in shaping the services we provide to people with a criminal record.

Interviews

Friday 21 August 2026

Interviews will take place online. We'll share the interview questions with you beforehand.

To apply for this role:

- Send your completed application form by email to admin@unlock.org.uk with the subject line 'Community Network Coordinator'.
- To help us meet our aims and commitments to equity, diversity and inclusion please complete our monitoring form [here](#). Any information you share is completely anonymous and will not form any part of the selection process.

Our shortlisting process

We shortlist candidates by matching details on your application against the person specification for the role.

The application form includes three role specific questions. We're looking for clear evidence of your experience, skills and knowledge and the approach you'd take to key parts of the role.

To help us recruit fairly we are using anonymous recruitment techniques. This means we will remove your name, gender and other identifying information when sifting and shortlisting candidates. As we work in a small specialist sector, it is possible that members of the selection panel may have had prior professional contact with applicants. Any such connections are declared and managed appropriately to ensure a fair and transparent process.

Our aim is to find out more about you, your skills, abilities and experiences. We know sometimes that means people need adjustments to fairly take part in applying for jobs. If you, at any point in the recruitment process, need adjustments to be made because of a disability, please let us know.

We actively encourage applications from people with criminal records

Our approach to criminal records for this role:

- We are a Ban the Box employer and won't ask you to disclose a criminal record on the application form.
- If you'd like to reference your lived experience of the criminal justice system as part of your application, this will only be considered for if/how it contributes to your suitability for the role. Your application will be anonymised before being assessed, including any potentially identifying criminal record details that you include such as the offence type or prison.
- If you would like to talk to someone in confidence about your criminal record before submitting your application, please email debbie.sadler@unlock.org.uk.

If you're successful at interview

If successful at interview, you'll receive a conditional offer and be invited to a separate, confidential disclosure discussion with our CEO and Head of Delivery and Programmes.

You'll be asked to tell us if you are currently subject to any supervision or conditions that may be relevant to the job. For example, if you are subject to restrictions that relate to digital access, such as use of social media, access to confidential databases, or requirements to provide access to your devices to supervising staff, or restrictions to where you can travel or the people you can meet we may need to discuss these further with you.

Thank you

If you have any questions, please contact Debbie Sadler on 07748 593 182 or email admin@unlock.org.uk.