

## On Your Side - Outreach Officer

Based at Protection Approaches

- Salary:** £31,364 per annum (FTE), pro-rated to £15,682 per annum based on part-time hours
- Contract:** Initial 12 months fixed term contract
- Hours:** Part time, 17.5 hours per week, flexible working hours
- Location:** Anywhere in the UK on a work from home basis, or in Protection Approaches' offices in Kennington, London
- Deadline:** Sunday 25th May 2025, 11.59pm

### About On Your Side

[On Your Side](#) is the UK-wide support and reporting service for East and Southeast Asian communities who experience racism and/or any forms of hate.

Launched in August 2022, the service includes a freephone helpline available in East and Southeast Asian languages; a website with reporting forms and resources; and ongoing community-based support delivered by trained casework advocates. We work to ensure that those who experience racism and/or hate have access to the highest levels of culturally competent support while building a better picture of the nature and range of incidents so they can be better prevented.

Funded by the UK Ministry for Housing, Communities and Local Government, On Your Side is delivered by a consortium of 8 organisations including East and Southeast Asian led community groups alongside national hate crime reporting and hate crime prevention organisations. This role will be based at the consortium lead organisation, identity-based violence prevention charity [Protection Approaches](#).

### About the role

Based at Protection Approaches, the Outreach Officer will report directly to the On Your Side Project Manager, the On Your Side Casework Manager, and work with all consortium partners.

In this role, the successful candidate will be responsible for developing and delivering key initiatives to raise awareness of On Your Side among East and Southeast Asian (ESEA) communities across the UK, with the aim of increasing engagement with the service. The role also involves supporting the day-to-day operations of the service, including responding to helpline calls and maintaining accurate data records.

The Outreach Officer will play a central role in coordinating a variety of outreach and fundraising activities, both online and in-person. They will manage the On Your Side Community Champions volunteer programme and produce engaging promotional content—particularly for social media—to highlight the service, volunteering opportunities, and awareness or fundraising events across the UK.

Excellent communication, interpersonal, and organisational skills are essential. Building strong, trusting relationships with ESEA communities and partner organisations will be key to the success of this role.

You will receive hate crime trainings from the Protection Approaches outreach team, as well as separate sessions on Cultural Competency and Trauma-Informed practices. You will apply these skills to lead hate crime awareness workshops and support the daily operations of On Your Side, helping to raise awareness of the service and its benefits.

This is a 12-month fixed-term contract. During this period, we aim to secure additional funding to continue the delivery of this service and extend the role beyond the initial term.

#### The successful candidate will:

- Assist the Project Manager in developing and delivering engagement, outreach, public education, and fundraising initiatives, events or activities to raise awareness, increase understanding, and generate support for On Your Side
- Manage the On Your Side Community Champions volunteer programme, including:
  - Supporting existing Community Champions to raise awareness of or fundraise for On Your Side within their communities.
  - Recruiting and training new Community Champions to effectively promote the service through their networks.
- Represent On Your Side at events and workshops, including delivering sessions on hate crime, the service itself, and other relevant topics.
- Build and maintain relationships with ESEA community organisations, local authorities, and other relevant stakeholders to raise the profile of On Your Side and develop meaningful partnerships for outreach and referral.
- Collaborate with colleagues to produce engaging social media content and both digital and print promotional materials to promote the service and its activities.
- Support the daily operations of the reporting service, including answering helpline calls and ensuring accurate and timely data recording.

#### What we're looking for

<b>Experience</b> Experience in coordinating events or outreach activities, including liaising with vendors, partners, and stakeholders	<b>Experience</b> Experience in creating social media content, including copywriting, designing visuals or videos	<b>Experience</b> Experience in public speaking or delivering workshops, with the ability to communicate complex or sensitive topics clearly and confidently
<b>Skill</b> Proficient in using Canva or similar design tools to create graphics and marketing assets.	<b>Skill</b> Strong active listening and empathy skills, with the ability to offer compassionate support, identify service users' needs, and guide them towards appropriate next steps and resources	<b>Personal quality</b> Excellent communication, interpersonal, and organisational skills, with strong attention to detail and the ability to manage multiple tasks effectively.
<b>Knowledge</b> Understanding of issues faced by East and Southeast Asian communities and community members in the UK	<b>Knowledge</b> Knowledge of hate crime legislation and hate crime reporting in England and Wales, Scotland and /or Northern Ireland	

## Working at Protection Approaches

Protection Approaches is a London based charity established in 2014 to prevent all forms of identity-based violence In the UK, and around the world.

We know that the very nature of our work can sometimes mean additional demands on our team that would not be found in other sectors. Through the work we do, we all come into contact, often daily, with those who have experienced identity-based violence. Additionally, the responsibility we have to those communities we work with and the importance of the work we do can sometimes mean longer hours or stressful workloads. As an organisation we are constantly trying to improve the ways we ensure wellbeing of our team. While there will always be more we can learn we have a series of measures in place to try and support our team do this difficult but vital work:

**Flexi hours** - all staff members at Protection Approaches work flexible working hours allowing them to better plan their workload and make time for the things they need to do outside of work.

**Employee assistance programme** - all staff member have access to a free employee assistance programme including a 24/7 helpline with trained operators able to help and advise with any issue you are facing, including referring you and/or your family to free counselling services.

**Duvet days** - all staff are entitled to take 'duvet days', which are unscheduled leave from work, taken to alleviate stress or pressure, and that do not count against your holiday days or sick days.

## To Apply

Candidates to submit the following via email no later than 11.59pm Sunday 25th May 2025

1. A completed application cover form found [here](#)
2. Answers to the two questions below. These can be submitted as written answers or as a voice recording.
  - i. What would make you a great Outreach Officer for On Your Side? You may want to reference how your skills, your professional, lived or other experiences, and your personal qualities match what we are looking for in this role? (max 500 words)
  - ii. What is your knowledge of issues related to East and Southeast Asian experiences of Hate Crime and/or racism or of hate crime reporting and victim support? (max 300 words)

Applications are to be sent to Victina via email: [HR@protectionapproaches.org](mailto:HR@protectionapproaches.org)

## Selection Process

This is a 'blind' recruitment process. This means that when long-listing and short-listing those who are assessing the applications will not be aware of the names of the candidates or other personal information

- All applicants will be informed of the outcome of their application
- All shortlisted candidates will be informed of the outcome of their interview
- We may interview shortlisted candidates before the extended application deadline

Shortlisting will be based on your answers to the two questions above.

We particularly want to encourage people who might think twice before applying, including those from minority ethnic groups, LGBTQI+ applicants, applicants with disabilities, and anyone whose talent and experience might not be reflected in paid professional roles and formal qualifications.

If you have questions about the role or application process contact Victina Tse at [Victina.Tse@protectionapproaches.org](mailto:Victina.Tse@protectionapproaches.org)