



Job Title: Family Hub Co-ordinator

Reporting to: Programmes Manager

Location: The Killie Community Hub, Kilmarnock, with regular outreach across Ayrshire

Salary: £25,000 per annum (pro rata for part-time hours)

Hours: 35 p/w (if a reduced or flexible pattern would make this role possible for you, say so in your application)

Term: Fixed for 12 months from appointment. (Post is funded through Whole Family Support funding from the Scottish Government.)

Closing Date: Midnight on Tuesday 22nd September 2026

The Killie Community is an independent Scottish charity (SC045968) based at the Rugby Park Community Campus in Kilmarnock, working in partnership with Kilmarnock Football Club. We use the power of football as a force for good, engaging people that services often struggle to reach, staying alongside them.

Every year we support around 10,000 people across Ayrshire through programmes spanning health and wellbeing, youth diversion, employability, education, dementia support, anti-poverty work and community connection. In 2025, we were named Ayrshire's Charity of the Year, and in February 2026 we launched a five-year strategy that puts whole-family support at the centre of what we do next.



Key Responsibilities: Family Hub Co-ordinator

Outreach

- Be a consistent, approachable presence across the communities we serve.
- Reach families who are not currently connected to support, including those who have disengaged from other services.
- Build and maintain working relationships with third sector organisations, statutory partners and community groups across Ayrshire.
- Represent The Killie Community at meetings, community events and local networks.

Whole-family support

- Work alongside families to understand what they need, and agree what support looks like with them rather than for them.
- Co-ordinate clear pathways into programmes, both our own and in the community, into partner services, following up so that individuals or families do not fall between organisations.
- Recognise when a situation needs specialist input and act promptly in line with safeguarding policy and procedures.

Reporting

- Lead the collection, recording and evaluation of data for the programme, in line with our funding agreement and GDPR.
- Gather feedback and track outcomes from families in ways that are practical and respectful.
- Produce reports for charity leadership, our board and our funders, and use what they show to improve delivery.

Team player

- Work flexibly across all of our programmes, supporting delivery at busy periods.
- Support sessional staff and volunteers, contributing to the growth of The Killie Community.
- Take reasonable care for the health, safety and wellbeing of yourself, colleagues, participants and volunteers.
- Uphold the reputation, values and ethos of The Killie Community and Kilmarnock Football Club, and undertake other reasonable duties in keeping with the purpose and level of the role.



Person specification

We are interested in what you can do and how you work, not just where you have worked before. Relevant experience gained through volunteering, community activity, caring, lived experience or a previous career **all count**.

	Essential	Desirable
Working directly with people facing disadvantage, in a community, support, education, health, or similar setting		•
Building and sustaining relationships with partner organisations	•	
Collecting, recording and reporting monitoring or evaluation data		•
Working with whole families rather than individuals alone		•
Communicates clearly and warmly with a wide range of people, and adapts to the person in front of you	•	
Organises your own workload across competing priorities	•	
Accurate, consistent record keeping and attention to detail	•	
Able to travel independently across Ayrshire, including to venues with limited public transport, and to work some occasional evenings and weekends	•	
Designing surveys, feedback tools or outcome measures		•
Understanding of the pressures facing families in Ayrshire and of the causes and effects of poverty and inequality	•	
Understanding of safeguarding and child protection, and of your responsibilities in relation to it	•	
A team player who will step in for colleagues	•	
Open to challenge and honest about what is working and not working	•	



What we offer

- A role with real scope to shape a new programme from the start.
- Flexible and family-friendly working, agreed with you and reviewed as the role settles.
- Regular one-to-one supervision, development, and access to training.
- Annual leave, pension and our wider benefits are set out in full at interview, and we are happy to talk them through with you at any point in the process.
- Close partnership work with Kilmarnock Football Club.

Safeguarding and safer recruitment

The Killie Community is committed to the safety and wellbeing of young person and vulnerable adult we work with. Everyone associated with The Killie Community is expected to share that commitment.

- This post involves regulated work with children and protected adults. The successful candidate must join the Protecting Vulnerable Groups (PVG) scheme, or have their existing PVG record updated, before starting. We pay any fee.
- We will request up to two satisfactory references, one of them from your most recent employer or, if you have not been employed recently, from someone who can comment on your suitability for the role. We will not contact referees before offer without your agreement.



HOW TO APPLY

Please send your CV and a supporting statement, telling us how you meet the person specification, to Michelle Mallon, Finance & Admin Manager at michelle@killiecommunity.co.uk, by midnight on **Tuesday 22 September 2026**.

Your supporting statement matters more to us than your CV. Take the person specification as your structure and give us examples, from paid work, volunteering, community activity or your own life.

If you would like an informal chat about the role before you apply, get in touch at the same address and we will arrange a call. Asking questions will never count against you.

We run a fair process for everyone. If you need this document in another format, or an adjustment at any stage of recruitment, extra time, questions in advance, an interview by video, a different room, a supporter with you - tell us what would help and we will do it. You do not need to explain why.

If you meet most but not all of the essential criteria and you think you could do this job, we would still like to hear from you. We particularly welcome applications from people whose own experience reflects that of the families we support.



More about this role

Across Ayrshire, both working and economically inactive families are dealing with money worries, poor health, caring responsibilities and the pressure of navigating multiple services. This means detachment and disengagement from statutory services.

One thing we believe strongly is the power of football in building that trust, support and engagement among people of all ages, backgrounds and circumstances. Whole family support at The Killie Community Hub means tackling that disengagement, and linking up vital support services for people in our communities.

Thanks to new funding from the Scottish Government, we are creating the role of **Family Hub Co-ordinator** to lead that work.

This is a role for someone who is comfortable out in the community, having the kind of conversations that build trust with families who have every reason to be wary of organisations offering help, and being back at the Hub making sure what we do and learn is recorded, understood and used to make our work better.

You will be a visible, welcoming presence at the Hub and across Kilmarnock and Ayrshire. You will build relationships with families, with individuals who may be reluctant to engage with formal services, and with the schools, health teams, housing providers, community groups and third sector organisations who are already trusted in those communities. You will connect families into the right support, some of it ours, and much of it other organisation's, and you will work as part of one team across all of our programmes.

You will also own the monitoring and evaluation of the work: leading simple, dignified ways to capture what is happening, keeping accurate records, which will be turned into the evidence our funders, our board and our partners need to see. Experience of this is desirable, not essential. What matters more is that you are a 'people person', and you believe in the power of football in improving lives.

Visit <https://kilmarnockfc.co.uk/community/about-us/>