



**Ending  
Loneliness**



**Building  
Friendships**



**Changing  
Lives**



**Job Pack**

**Programmes & Operations  
Coordinator**



**The Great  
Friendship  
Project**

**London**



## What we do

**The Great Friendship Project is an award-winning movement, set-up to tackle loneliness through campaigns, partnerships, community activities and research.**

We're on a mission to combat the growing loneliness crisis among young adults and build a more socially connected future for young people, one friendship at a time.

We do this through bold public campaigns, original research with leading universities, and bespoke community projects tailored to specific groups and neighbourhoods.

Alongside this, we also help adults build meaningful, lasting friendships through science backed, real-world social experiences.



## Our Work

We tackle loneliness amongst young adults in the **following 4 ways:**

**Campaigns & Policy Action**



**Research**



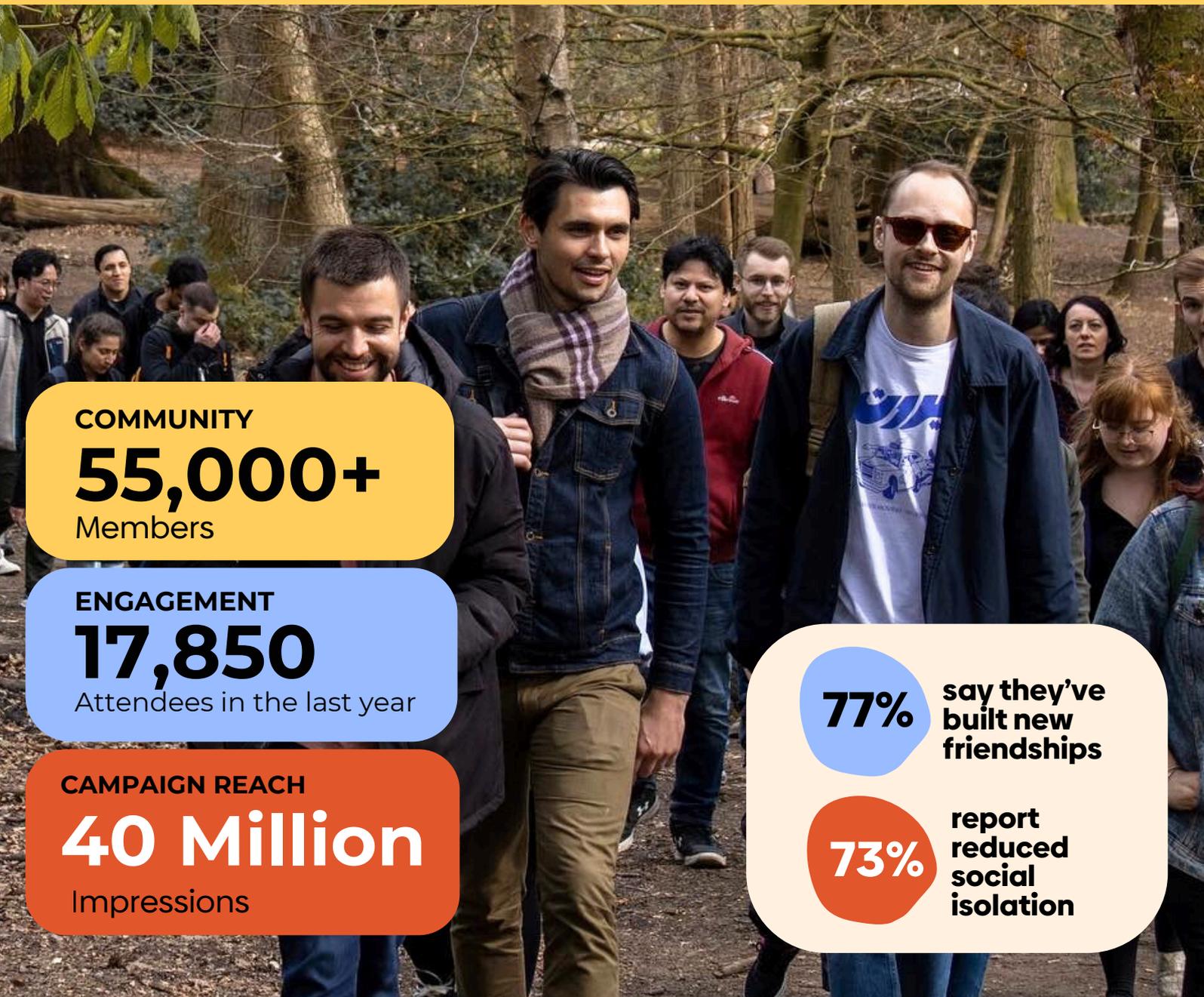
**Community Activities**



**Programmes & Support**



# Our Impact



COMMUNITY

**55,000+**

Members

ENGAGEMENT

**17,850**

Attendees in the last year

CAMPAIGN REACH

**40 Million**

Impressions

**77%**

say they've built new friendships

**73%**

report reduced social isolation

Since 2021, we've been featured by...



EveningStandard.



INDEPENDENT

MailOnline

9NEWS



THE i PAPER



# Achievements

**In 2025, we were recognised as one of the world's leading youth-led organisations tackling loneliness among young adults.**

Since 2021, our work has been featured by The Independent, the BBC, The Evening Standard, 9News (Australia), GLOBO TV (Brazil), and the Mail.

We've partnered with major brands and household names including Snapchat, Lush, Greene King, Interflora, Costa Coffee, National Express and Celebrity Cruises.

Our research with academic partners has contributed to one of the UK's first controlled evaluations of community-based loneliness interventions, with findings presented at major public health conferences and published in leading peer-reviewed journals.

We also play an active role in national policy through the Loneliness Policy Action Group, regularly advising government departments, local authorities and health partners on strategies to address youth loneliness.



## But we're just getting started...

**We're now entering an exciting new chapter as we evolve The Great Friendship Project into a broader national movement.**

Over the next few years, we'll be strengthening our foundations expanding into new cities across the UK - combining research, community programmes, and cultural campaigns to shift how the country understands and supports social health.



# Benefits

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- **Hybrid working** – A flexible mix of office-based, community, and home-based working, with autonomy around how you structure your week.
- **Learning & development support** – Opportunities to build skills across operations, programme delivery, fundraising, and leadership, with mentoring from the Founder and access to relevant training - where required.
- **Clear progression opportunities** – As a growing organisation, this role is designed to grow alongside the organisation, with the potential to develop into a more senior role over time.
- **20 days annual leave + bank holidays + your birthday off** – On top of this, you'll also earn an extra day of annual leave every year you work with us, up-to 5 years.



## Who You Are

- **Reliable & Adaptable:** You are proactive and can prioritise effectively in a fast-moving environment.
- **Problem Solver:** You have strong organisational skills and a sharp eye for detail.
- **Great Communicator:** You are comfortable with public speaking and talking to everyone from community members to trustees and partners.
- **The Sherpa:** You have experience coordinating or leading teams, projects, or delivery activity
- **Tech-Savvy:** You love using digital tools (Google Workspace, Notion, Slack, Canva) to make work easier and more visible.
- **Flexible:** You're happy to work evenings or weekends, when required (N.B. Time Off In Lieu will be provided).

# About the Role

**This new Programmes & Operations Coordinator role will act as the central operational lead for day-to-day delivery.**

You'll take ownership of systems, operations, volunteer coordination, and delivery logistics, while working closely with the Founder across areas such as community activity, growth planning, partnerships, and fundraising.

As a growing organisation, this is a broad, hands-on role with scope to help shape systems, processes, and ways of working as we grow.



## Operations

- **Planning & Scheduling** - Develop and maintain operational plans, timelines, systems, and delivery schedules to support effective coordination across the organisation
- **Process Development** - Establish and maintain clear processes for tracking tasks, deadlines, risks, outputs, and learning
- **Documentation** - Develop and maintain scalable documentation, playbooks, and operational processes to strengthen organisational readiness for growth
- **Systems Management** - Build, refine, and maintain digital tools, databases, and shared filing systems to improve coordination, visibility, and efficiency
- **Financial Administration** - Support basic financial processes, including processing invoices, tracking expenses, and supporting grant-related financial reporting

## Programme Delivery

- **Delivery Oversight** - Support the delivery of community programmes, campaigns, and pilots, ensuring quality, safeguarding, and consistency
- **Programme Logistics** - Coordinate venues, volunteers, partners, and programme materials to ensure smooth delivery





- **Participant Communications** - Lead day-to-day communications with participants and community members, acting as a clear and reliable point of contact.
- **Community Development** - Develop and refine induction, member contact, and retention processes to support a welcoming and inclusive community.
- **Impact Tracking** - Support evaluation, feedback collection, and continuous improvement across programmes

## Volunteer Management

- **Recruitment & Onboarding** - Lead the recruitment and onboarding of volunteers and interns
- **Volunteer Coordination** - Coordinate volunteer rotas, availability, and deployment across programmes and act as the primary day-to-day point of contact for volunteers.
- **Training & Development** - Support volunteer training, shadowing, and development plans

## Fundraising & Growth Support

- **Business Development** - Support the identification of new partners and assist with building and maintaining relationships, including day-to-day coordination
- **Grant Writing** - Assist with grant applications, funding research, and partnership follow-up
- **Marketing & Growth** - Support the development of marketing and growth plans, providing operational input and capacity planning
- **Campaign & Event** - Support the delivery of national campaigns, research dissemination, and stakeholder events through coordination of logistics, volunteers, and internal systems

## Apply Now

If you'd like to be a part of our mission and excited by the idea of building strong systems, supporting meaningful programmes, and helping shape the future of a growing organisation - we'd love to hear from you.

Apply here: [www.friendship-project.co.uk/vacancy](http://www.friendship-project.co.uk/vacancy)

