



Grassmarket Community Project

**RECRUITMENT PACK:**

**LEARNING & DEVELOPMENT  
OFFICER**



# BACKGROUND

Grassmarket Community Project (GCP) grew out of the long history of community work in Edinburgh's Grassmarket, led by Greyfriars Kirk, the Grassmarket Mission, and many local partners. Since becoming an independent charity in 2010, GCP has continued this legacy by offering sanctuary, opportunity, and connection to some of the most vulnerable people in our city. At the heart of GCP is a welcoming community where Members can belong, grow in confidence, and develop skills for life and work. We provide a wide range of opportunities – from IT classes, gardening, art, textiles, music, and outdoor activities, to kitchen training, carpentry, café work, and volunteering in our social enterprises. These experiences help Members build resilience, discover inner strengths, and reconnect with themselves, others, and the wider community. Our work is rooted in a strengths-based, trauma-informed approach. We believe everyone has potential, dignity, and the ability to contribute meaningfully when given the right environment and support.

Since opening our purpose-built Grassmarket Centre in 2012, we have grown significantly and now operate across five sites:

- The Grassmarket Centre – a vibrant hub with a café, community space, classrooms, kitchen, counselling room, events hall, and a fully equipped woodwork shop.
- Grassmarket Shop – a small retail outlet on Candlemaker Row.
- Rainy Hall – a unique venue at the University of Edinburgh's New College.
- Coffee Saints Café – part of St Mary's Catholic Cathedral near the St James Quarter.
- Grassmarket Furniture Workshop – our social enterprise workshop creating high-quality furniture from reclaimed wood.

These flexible spaces allow us to deliver support, host community activities, and generate income through enterprise, making us more sustainable and less reliant on traditional fundraising. Importantly, they are open to the wider public, encouraging a vibrant mix of people from all walks of life to engage with our community.

Social enterprise is central to GCP's mission and sustainability. Our enterprises provide purposeful training, work experience, and employment pathways for Members, while also generating vital income for our charity.

Our current enterprises include:

- Furniture Making – upcycling reclaimed wood, especially historic church pews, into bespoke furniture.
- Events & Catering – including three cafés, external catering services, and venue hire.
- Tartan & Textiles – producing unique gifts and accessories, including the exclusive Greyfriars Tartan range, sold through our shops, online, and outlets such as Edinburgh Castle, Mercat Tours, and Coffee Saints.

Every year, GCP works with more than 300 Members and delivers over 800 hours of support each month. Through our community, activities, and enterprises, Members report:

- Increased confidence and self-esteem
- Reduced isolation and stronger social connections
- Improved wellbeing and resilience
- New skills, training, and employability opportunities
- A greater sense of dignity, purpose, and belonging

Our vision is simple but ambitious: a community where everyone can realise their potential, feel valued, and build a life of greater independence and self-reliance.

# GCP ETHOS

The ethos of the Grassmarket Community Project has embedded itself over many years of learning, exploring and listening to the aspirations of our members. There are several strands in how we seek to work:

1

We do not focus on problems and deficiencies, but instead look for the wisdom, creativity and imagination of our members and ask them to help make our project a success and contribute to the building of a strong community of mutual trust and support.

2

We steer away from being solution focussed and listen to the aspirations, hopes and ambition of those who come to us, seeking always, with members, staff and volunteers to develop skills and enable all to reach their best.

3

By building a community of mutual support, we seek to meet others as people, not as problems.

4

We have learned as we have developed and have put in place a strong process of reflective practice, acknowledging that we are a constantly evolving community of care, nurture and support.

5

We have adopted a robust business model to developing our social enterprise portfolio, recognising that we must be at all times, competitive, strive for the highest standards and compete effectively with the commercial world, whilst at the same time not losing sight of the social outcomes to which we are committed.

# OUTCOMES FROM 2024 SOCIAL IMPACT REPORT

**5,937**

Hours of individual  
support & group  
opportunities

**531**

Members accessing  
support

**153**

Committed, skilled  
volunteers

**8639**

Meals served to our  
members and Community  
meal attendees

**12,000+**

Delegates hosted in our  
events spaces and  
external catering

**3,000+**

Products made from  
over 1200 metres of  
Tartan



# 5000+

Hours of volunteering

# 11

Key Corporate  
Partnerships<sup>1</sup>

# 441

Accredited  
qualifications award  
to members, staff &  
Volunteers

# 2,223

Classes, Activities or  
workshops delivered

# 80

Average weekly  
attendance at Open Door  
Community Meal &  
Cinema evening

# 3000+

Hours of paid work  
experience  
placements delivered

1. HSBC, Nucleus, Lloyds, TSB, Edinburgh Airport , Ekal solutions,  
NatWest, Edinburgh University, John Lewis, Ooni, Standard life

**“THE PROJECT MEANS EVERYTHING TO ME.”**

**“A PLACE TO LEARN NEW SKILLS AND MAKE NEW FRIENDS.”**

**“IT HAS HELPED ME A LOT WITH MY MENTAL HEALTH.”**

**“THE GCP HAS HELPED ME INTERACT WITH OTHER PEOPLE AND GIVEN ME SOMETHING TO FOCUS ON.”**

**“IT IS A GOOD ESCAPE FROM MY TROUBLES.”**

**“IT FEELS A VERY SAFE PLACE AND IS VERY WELCOMING.”**

**“NO MATTER HOW FAR AWAY I'M FROM EDINBURGH NOW, THE GCP IS ALWAYS WHERE MY HEART BELONGS TO.”**

**“IT IS PART OF THE FAMILY. IF I'VE NOT GOT ANYONE AROUND ME, I GET UPTIGHT. I LIKE BEING HERE FOR COMPANY. GOOD FRIENDS HELP ME.”**

**“IT HAS SAVED MY LIFE.”**

**“IT IS THE ONLY THING THAT I DO EACH WEEK OTHER THAN ATTEND MEDICAL APPOINTMENTS.”**

**“POSITIVE ENVIRONMENT, CAN'T ASK FOR BETTER THAN THAT.”**

**“HELPS YOU GET OUT OF THE HOUSE. AS WE ARE A COUPLE WE GET TO DO OUR OWN THING AND MIX WITH THE PEOPLE WE HAVE THINGS IN COMMON WITH. KEEPS YOU FROM FEELING ISOLATED AND ALSO HELPS YOU TO STAY SOCIALISING.”**

# ROLE PURPOSE

The Learning & Development Officer supports the delivery of structured learning, training, and personal development opportunities for Grassmarket Community Project (GCP) Members, volunteers, and young people.

Guided by the Head of Member Services and our Learning & Development plan, the role focuses on developing, delivering and coordinating high-quality learning experiences, employability opportunities, and wellbeing activities.

The L&D Officer will co-deliver young members' services, training sessions, and day-to-day programme activities, supporting Members to build confidence, develop skills, and move towards positive outcomes such as volunteering, education, training, or employment.

## KEY RESPONSIBILITIES

Work alongside Members Services and Social Enterprise teams to deliver and support learning, training, and employability sessions for GCP Members as outlined in the Learning & Development plan.

Co-deliver the GCP Learning Hub, Oot the Box, workshops and Young Member specific work placement opportunities.

Work with the Members Services and Social Enterprise teams to ensure opportunities for development are person-centred, accessible, inclusive and clearly communicated.

Provide individual support for Members, volunteers, and young members engaged in placements or learning activities.



# KEY RESPONSIBILITIES (CONTINUED)

Record attendance, progress, and outcomes, ensuring data is collected in line with GCP's Impact Evaluation Framework.

Oversee the monitoring and feedback of mentors and team members supporting learners through their programmes, and conduct regular planned evaluation sessions with pre-apprentices and work experience members particularly.

Build and maintain positive working relationships with external training providers and referral partners to expand opportunities for Members.

Support the delivery of welcome meetings, inductions, and activities that encourage engagement in GCP programmes.

Encourage and promote Member participation in shaping and reviewing services to ensure continuous improvement.

Promote equality, diversity, and inclusion in all aspects of learning and service delivery.

Actively contribute to GCP's collaborative team culture and values-driven approach.

Work flexibly and collaboratively to support the work of both the Members services team and the wider organisation, including involvement at Member events, daily lunches, weekly Open Doors Meals, and other GCP activities.

Ensure a consistently high quality of care and support in the organisation's services.

Managing your time effectively and productively, including multi-tasking and efficient prioritisation.

Working flexibly on occasions, including weekend work and other events as required.

The above list of duties is not exhaustive. To carry out any other duties as may reasonably be required by your Line Manager, SMT or CEO.



# PERSON SPECIFICATION

## Values & Approach

- Strong values and ethics – committed to social justice, equality, diversity, and inclusion.
- Compassionate, trauma-informed, and strengths-based in working with Members.
- Flexible, adaptable, and motivated to support Members to achieve their potential.

## Qualifications & Experience

- Professional qualification in teaching, adult education, social work, youth work, community education, occupational therapy or at least 2 years' experience delivering learning, training, or support activities.
- Experience of working in a training, education, social care, or community setting within the last 5 years.
- Experience of engaging vulnerable people in learning, training, or development activities.
- Experience of designing or delivering learning sessions (accredited or non-accredited).
- Knowledge of employability pathways, adult learning, or youth work approaches (desirable).
- PVG clearance (required).

## Skills & Abilities

- Ability to work effectively as part of a team and contribute to shared goals.
- Able to work autonomously, managing time and tasks effectively.
- Strong communication and interpersonal skills – able to build positive relationships with Members and external partners.
- Good organisational skills, with the ability to work under pressure and to deadlines.
- Confident in using Microsoft Office and digital tools for recording and reporting.
- Problem-solving and decision-making skills appropriate to role.
- Tactful, supportive, and motivating in working with Members, volunteers, and colleagues.
- Willingness to work flexibly, including occasional evenings or weekends as required.



# CONDITIONS & REMUNERATION

- Location:** Grassmarket Centre, 86 Candlemaker Row, Edinburgh, EH1 2QA
- Reports to:** Perry O'Bray (Head of Members Services)
- Hours** 35 hours Per Week
- Salary:** Salary Range £29,500 - £33,000 p.a.
- Annual Leave:** 22 days annual leave + 9 days in lieu of public holidays + Birthday leave
- Pension:** 5% employer contribution

## APPLICATION PROCESS:

Please email your CV (max of 4 pages) & Covering letter (max 2 pages) to our Head of Members Services [perry@grassmarket.org](mailto:perry@grassmarket.org)

The covering letter must address the following questions:

- Why are you applying for this position?
- What skills, personal qualities, experience, knowledge and training will you bring to this post?

If you have any questions please email Perry to arrange a brief chat.

**Closing date:** Midday - Wednesday 10th September 2025

**Interviews:** w/c 15<sup>th</sup> September



[www.grassmarket.org](http://www.grassmarket.org)