



**Job Title: Member Relationship Lead** (*Internal title: Concierge Lead*)

**Organisation:** The Good Company People (Registered UK Charity 1202836)

**Location:** Wadhurst, Crowborough, Forest Row and surrounding areas in East Sussex

**Salary:** £27,000 – £28,000

**Apply:** Email your cover letter and CV to [lucy@thegoodcompanypeople.org](mailto:lucy@thegoodcompanypeople.org)

**Role Purpose**

The Good Company Concierge Lead provides a highly personalised, proactive, relationship-driven service that empowers older adults - many affected by dementia and social isolation - and their carers to live healthier, happier lives in their homes and communities.

Through Good Company Clubs, Circles, and a High Street Hub (due to open summer 2025), we combine paid staff and trained volunteers to offer compassionate, practical, and social support.

This role is central to our mission: reaching people early and co-creating Good Company around their needs, interests, and aspirations. We are happy to consider candidates who would like to work full time or four days a week to help flex around childcare or other responsibilities.

**About You**

We're looking for someone who is:

- ⇒ Adaptable and a self-starter
- ⇒ A great listener with strong emotional intelligence
- ⇒ A proactive problem-solver
- ⇒ Confident using technology and digital tools
- ⇒ Excited by working in a fast-moving, purpose-driven organisation
- ⇒ Able to drive and access to a vehicle to travel to meet members across Wadhurst, Crowborough, and Forest Row



We are in the final year of prototyping with the ambition to scale Good Company nationally.

### **Our Context**

The Good Company People is reimagining support for people living with dementia and those who care for them. We believe everyone deserves to live with connection, dignity, and purpose - whether they are pre-diagnosis, post-diagnosis, isolated, bereaved, or caring for someone they love.

Our model is person-first. We build relationships, not referrals. We find out what people want more of - continuing hobbies, meeting peers, or simply knowing someone is there to support them to take the next step.

Behind the scenes, we're also innovating. We're building a decentralised 'know-how' system - real-world tips, rights, local hacks, and lived wisdom - shared by those who've been there.

We're changing the climate of dementia care: from medicalised and prescriptive to relational, preventative, and empowering.

### **Our Approach**

This role isn't about 'fixing' people. It's about walking alongside them, unlocking opportunities, and making everyday life better. It's about human connection, trust, and helping people reclaim a sense of agency.

As Concierge, you will ensure every member's experience reflects our values:

- ⇒ **Respect and Trust** – the foundations of every Good Company relationship
- ⇒ **Community** – harnessing the wisdom, diverse experiences and passion of individuals to co-create Good Company
- ⇒ **Curious** – always learning and adapting
- ⇒ **No One Size Fits All** – seeing every member as unique and supporting them in living the life they choose – for longer
- ⇒ **Empowering** – building on members' strengths, skills and networks
- ⇒ **Everyone Welcome** – showing up with openness, kindness, and joy

### **Key Responsibilities**

As Concierge Lead, you will manage relationships with up to 150 members and help them to:

- ⇒ Continue to enjoy their hobbies and interests in familiar settings
- ⇒ Expand their social circle and make meaningful connections
- ⇒ Access local activities to improve physical health and mobility
- ⇒ Introductions to other members facing similar situations

- ⇒ Navigate the health and social care system with confidence
- ⇒ Access practical dementia advice and support
- ⇒ Take regular breaks to reduce the stress and burden of caring
- ⇒ Support to access financial and legal guidance



### **Your daily role can include:**

- ⇒ Developing deep member insights by conducting member ‘discoveries’ to learn life stories, hobbies, health and communication needs and understand what they want more
- ⇒ Listening to members’ needs, providing emotional support and helping members build resilience.
- ⇒ Facilitating and hosting monthly Transition Circles which are peer group sessions for carers experiencing similar situations
- ⇒ Leading on member wellbeing at Good Company Clubs.
- ⇒ Through gathering insights help develop and share actionable advice and practical tips through our website and the Good Company Hub
- ⇒ Working with, training, and supporting a team of Concierge volunteers to provide support, information, and good company at the Good Company Hub on the high street
- ⇒ Building partnerships with local organisations —social, sports, and voluntary— to introduce members to meaningful opportunities
- ⇒ Representing Good Company at community and sector events

### **Safeguarding & Compliance**

- ⇒ Follow TGCP safeguarding, health & safety, and operational policies
- ⇒ Promote a safe, inclusive, and respectful culture

### **What You’ll Need**

- ⇒ Outstanding interpersonal and listening skills
- ⇒ Empathy, compassion, and caring
- ⇒ Adaptability and a can-do mindset to thrive in a fast moving organisation
- ⇒ Creativity and resourcefulness in problem-solving
- ⇒ Community-mindedness and network-building skills
- ⇒ Resilience and patience
- ⇒ Strong verbal and written communication
- ⇒ Confidence using technology (Good Company is powered by Google, Airtable and Asana)

**We are recruiting urgently to meet growing demand for Good Company. If you’re interested? Send your cover letter and CV to [lucy@thegoodcompanypeople.org](mailto:lucy@thegoodcompanypeople.org) by Monday 2<sup>nd</sup> June 2025.**

**P.S.** If you are reading and inspired by this role and you’d love to join Good Company in a voluntary capacity in the new Hub on Crowborough high street , we’d love to hear from you too.