

Three-Month Contract: Dignity Centre Support Coordinator

Job description

This is a full-time role based permanently in Nicosia. Coordinators are responsible for managing the Dignity Centre, the leadership of the volunteer team, and delivering services for our Members. The primary services of the Dignity Centre are a Market (free shop) for food, and a helpdesk which troubleshoots queries and supports Members to navigate bureaucratic procedures.

Coordinators are expected to work closely with the fully remote Back Office, collaborating on volunteers, budget management and developing the Centre. This Support Coordinator role will be trained by the existing experienced Coordinator in Nicosia, sharing responsibilities and supporting the Centre and its members. Extension beyond three months will be based on whether the Support Coordinator demonstrates the capacity to lead the project.

Role specification

Managing the Centre:

- Shadow and support the existing Coordinator in all aspects of Centre management to ensure continuity of operations and build the capacity to independently lead the project, undertaking any additional tasks or responsibilities as directed by the Coordinator.
- Identify and monitor evolving needs of members. Suggest new or improved ways of working/activities/services to best serve the communities we work with
- Support the coordinator in overseeing the day-to-day delivery of the Market and Helpdesk services, ensuring services operate efficiently, safely and in line with organisational procedures.
- Manage volunteers to ensure the environment is always welcoming, clean and tidy and that Members are clear on how we can help them following eligibility criteria
- Maintain and repair all the fixtures, fittings and equipment
- Identify and realise purchases needed to run and develop the Centre. Pay suppliers or ensure the Head Office knows when to pay
- Undertake any additional ad hoc tasks or responsibilities as directed by the Coordinator to support the effective running of the Centre

Volunteers and safeguarding

- Ensure all volunteers, visitors and any other relevant party understand and adhere to all safeguarding policies and procedures including photos/media
- Welcome, manage and delegate to volunteer team ensuring everyone is well supported
- Manage safeguarding including reporting concerns, incidents, disclosures immediately
- Ensure a safe environment for Members, volunteers and visitors by maintaining appropriate health and safety standards and responding to any operational risks.

Budget management, reporting and accountability

- Manage and keep to the budget
- Regularly share the day-to-day activity of the Centre with the rest of the team. Use the group to upload photos, videos and stories.
- Collect monitoring and evaluation data on what and how we are delivering

- Ensure careful management of financial resources and account for all expenditure on Xero
- Suggest how Centres can be better supported
- Maintain regular communication with the Back Office, responding to queries and carrying out tasks as required. This includes participating in regular meetings

Partnerships/stakeholder management

- Identify partners who can help us support members and work collaboratively to build good working relationships with them
- Maintain and nurture existing relationships with partners including clear and timely communication, attending relevant meetings

Essential Criteria

- At least two years' experience and working with displaced and/or marginalised people. Demonstrable interest and knowledge of both the NGO sector and Cypriot context.
- Ability to stay calm and work under pressure in a highly emotional environment.
- Passion, initiative and creativity to constantly improve what we do.
- Very clear communicator, able to lead a constantly changing team and clearly enforce rules.
- Ability to stay emotionally resilient and practice self-care while also remaining compassionate to the needs of others.
- Proven ability to improve services within limited resources.
- Proficiency with Microsoft Office software including spreadsheets, word processing and digital file management
- Eligibility to work in Cyprus as a freelancer.
- Strong spoken and written English is essential. Additional language skills, particularly Greek, French and/or Arabic, are desirable but not required. You must be confident working in a multilingual environment where not everyone shares the same language.
- Valid EU Drivers License.

Offered Benefits

- Gross monthly salary of €1000 as a freelancer payable on receipt of invoice.
- Learning, development and wellbeing support tailored to your role.

Selection process details

- To apply, please send a CV and cover letter to info@refugeesupporteu.com by Sunday 10th May 2026. We will be interviewing on a rolling basis and may close the position before then so urge you to apply as soon as possible.
- Due to the high volume of applications, we will only contact shortlisted candidates.