

## Job Description

<b>Information Officer</b>	
<b>Salary:</b>	£22,500 (£18,000 pro rata)
<b>Working Hours:</b>	30hrs per week
<b>Reports to:</b>	Resource Centre Manager
<b>Accountable to:</b>	Engagement and membership coordinator (Deputy manager)
<b>Appointment type:</b>	Permanent
<b>Main Location:</b>	21-23 Pelham Road, Nottingham NG5 1AP
<b>Job Purpose and Objectives</b>	
<ul style="list-style-type: none"> <li>• To provide accurate, up to date and meaningful information to support the work of Self Help UK. Ensuring information systems are maintained and staff are able to use them to their full capacity</li> <li>• Administration of the Membership/affiliation scheme</li> <li>• Promotion of the new National Resource Centre</li> <li>• To provide monitoring information funder requirements and general monitoring of self help/self care activity</li> <li>• To support digital communications across the whole organisation.</li> </ul>	
<b>Duties and Responsibilities</b>	
<p><b>Information Services</b></p> <ul style="list-style-type: none"> <li>• Provide enquiries support and signposting including phone, email and web contact</li> <li>• Gather and present data on self help groups across the UK and Nottingham. Support data gathering on self help/self care activity nationally</li> <li>• Supporting the Resource Centre users to access information on all aspects of the service through online information channels, social media, email and telephone enquiries</li> <li>• To assist the development of information services and quality assurance of our information and signposting services</li> <li>• Develop and maintain data sets for directories and signposting tools</li> <li>• Provide information for events and conferences – information stands, materials and support where required</li> <li>• Provide information and data to support the development and creation of new business.</li> <li>• Collate a weekly newsletter for the groups</li> <li>• Supporting the team with events and webinars</li> </ul>	

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### Data Administration

- Day to day responsibility for compliance with Data Protection legislation
- GDPR/Data protection for self help groups
- Maintain the database (Lamplight) and associated information systems including a national directory of Self Help UKs members, self help groups and affiliated organisations
- Ensure consistency and quality of data
- Work closely with other colleagues to develop a good understanding of their needs in order for them to gain maximum efficiency from the database
- Meet the learning needs of colleagues with different levels of ability by providing regular Lamplight training and carry out data base induction training for new colleagues.

### Digital communications

- Maintenance of SHUKs website, ensuring content is up to date and appropriate
- Providing social media content support including Facebook, Twitter, LinkedIn, Vimeo and YouTube
- Working with the training & development team providing training support to staff, volunteers and self help groups on the use of social media
- Analyse website data using analytical tools.

### Membership Scheme

- Administration of the Membership and Affiliation scheme.
- Carry out mail outs and new membership packs.
- Provide signposting support to members and the public.

### Monitoring & Evaluation

- Provide Key Performance Indicator information from Lamplight to guide service improvement and development
- Support senior staff to provide regular, relevant reports to Board and other stakeholders
- Working with colleagues to identify key monitoring, evaluation data requirements and develop impact measurement reporting, including case studies, research findings and statistics.

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### Other duties and responsibilities

- As part of the office team, assist with general administrative duties including answering incoming phone calls, hosting visitors, supporting and volunteers etc.
- To facilitate staff meetings, related events and generally contribute to the effectiveness of the organisation
- To work in accordance with the vision, mission and values of Self Help UK and to observe policies, procedures and working practices set out by the Board of Trustees
- To carry out any other responsibilities that reasonably falls within the scope of the post-holder and to assist with any reasonable duty at the request of the Board of Trustees

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Person Specification	
<b>Essential Criteria</b>	<b>Desirable on appointment</b> (if not attained, development may be available for successful candidate)
<b>Qualifications</b> <ul style="list-style-type: none"> <li>Minimum of 5 GCSE's Grade A-C or equivalent (including English and Maths).</li> </ul>	<ul style="list-style-type: none"> <li>HND or equivalent in IT /Business related subject</li> </ul>
<b>Experience and Knowledge</b> <ul style="list-style-type: none"> <li>Experience of using cloud based database software to input, extract, process, manipulate data and information</li> <li>Experience of managing / administering database software</li> <li>Experience of report writing and analysis to produce useful Management Information</li> <li>Experience of using social media within a professional setting</li> <li>Understanding of confidentiality</li> <li>Understanding and knowledge of Data Protection and GDPR legislation.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of sharing or developing good practice, e.g. training, in relation to database usage</li> <li>Experience of working in the community and voluntary sector</li> <li>Knowledge of the self help/mutual aid sector.</li> </ul>

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<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• A high level of computer literacy with good MS Office skills; in particular Excel and Word</li> <li>• The ability to analyse complex data and translate it into a format suitable for different audiences</li> <li>• Excellent communication skills both verbal and written</li> <li>• Proven ability to organise and multi-task, ensuring work is delivered effectively and to deadline</li> <li>• Good administration skills.</li> </ul>	
<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• Commitment to equality of opportunity and celebrating diversity</li> <li>• Compassionate and empathic</li> <li>• A proactive, hardworking individual with creative flair</li> <li>• Ability to work on own initiative and manage workload</li> <li>• Ability to work collaboratively across a small staff team</li> <li>• Willingness to develop professionally and attend courses as required</li> <li>• Ability and willingness to work flexibly with occasional evening and weekend working</li> <li>• Can meet the requirements of the UK 'right to work' legislation*.</li> </ul>	<p>Understanding of issues and impacts on individuals managing long term health conditions</p>

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\* Self Help UK /Self Help Nottingham & Nottinghamshire has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment.