

## Job Description

<b>Engagement and Membership Coordinator (Deputy Manager)</b>	
<b>Salary:</b>	£28,000
<b>Working Hours:</b>	37 hours per week
<b>Reports to:</b>	Resource Centre Manager
<b>Accountable to:</b>	CEO
<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>• Development of new and existing self help group networks to share best practice and development opportunities within the new National Resource Centre</li> <li>• Develop and maintain effective links with charities which support peer support groups, VCS stakeholders and health and social care organisations. To identify areas for training and development to support self-help groups locally and nationally</li> <li>• Deputise for the Resource Centre Manager</li> <li>• Manage and supervise the Information Worker</li> <li>• Development, management and maintenance of a membership scheme through co-production with self help group members and stakeholders</li> <li>• Lead on the development of peer support groups for peer support practitioners (Community of Practice)</li> <li>• Contribute to national policy development around Self Help within the health and social care environment. Ensuring Self Help is included in policy</li> <li>• To promote and represent the National Resource Centre</li> <li>• Work with and develop relationships with national partner agencies to achieve organisational objectives.</li> </ul>	
<b>Duties and Responsibilities</b>	
<b>Membership</b>	
<ul style="list-style-type: none"> <li>• Development of a membership scheme through co-production with self help group members and stakeholders</li> <li>• Management and maintenance of the membership scheme</li> <li>• Responsible for membership communication plan and delivery</li> <li>• Ensure communication plan is fit for purpose and membership development</li> </ul>	

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- Develop, drive and execute a coherent membership growth, retention and engagement strategy
- Engage with groups and stakeholders to develop new and innovative ways to reach and engage potential members.

### **Public relations and policy development and support**

- Ensure the project has a high profile at all times and complies with the values and standards of Self Help UK (SHUK)
- Supporting the Resource Centre to become a national centre of excellence
- Leading and overseeing events and representing Self Help UK at events and conferences
- Develop and oversee appropriate publicity through effective relations with the media, partners and through public speaking
- Build effective relations with appropriate authorities, agencies, organisations and individuals at local and national levels. This includes Health professionals, local /national statutory and non-statutory organisations
- Contribute to national policy development around Self Help within the health and social care environment
- Ensuring Self Help groups are included in national policy development around peer support and self care policies.

### **Engagement and Business Development**

- Identifying and developing new relationships, partnerships and training opportunities for SHUK
- Engaging with national charities with support groups to encourage membership
- Recruitment of self help group members to become champions/volunteers
- Leading on service user and stakeholder engagement
- Develop and maintain effective links with charities which support peer support groups, VCS stakeholders, health and social care organisations. Identify areas for training and development to support self help groups locally and nationally
- Identify training and development needs and develop (in conjunction with the Resource Centre team) training materials, webinars, e-learning, learning packs etc. for self help groups and professionals
- Ensuring training is relevant and appropriate to meet membership needs.

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### Supervisory and deputising

- Deputising for the Resource Centre Manager
- Provide line management to the Information Officer
- Providing line management to BAMER project worker
- Ensure Information Officer has regular supervision, a yearly appraisal and a wellbeing at work plan that is reviewed on a three monthly basis
- Ensure all Information Officer has a work plan aligned to the projects aims and objectives and are clear on their work objectives, roles and tasks
- Monitor Information officers performance regularly, taking action where under-performance is identified in liaison with Self Help UK management

### Monitoring, Reporting and Data

- Ensure monitoring and evaluation systems are fit for purpose towards informing membership and service development
- Oversee and coordinate data in relation to membership ensuring the service is appropriate to members needs and in line with the Resource Centre strategy
- Evaluate the membership data, produce regular and adhoc evaluation reports.

### Systems (CRM Lamplight), Website, IRIS

- Liaise with Lamplight support and Resource centre manager to ensure the system is fit for purpose and remains current
- Contribute to the development of the new membership area of the website to ensure is fit for purpose and developed to meet membership needs
- Maintain up to date staff records on IRIS (personnel database)

### Training

- Involved with the co-production of training and presentations for professionals with group members alongside the Resource Centre team
- Supporting the Coordination of the Resource Centre's training, networks, briefings and development events for groups and group members

### Professional development

- Identify personal training needs
- Develop individual professional growth with input from line manage

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### Other Duties and Responsibilities

- Attend and contribute to internal and external meetings
- Ensure that all requests for leave and working arrangements are discussed with the line manager in advance, and report/certify all sickness as appropriate
- 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
- Undertake any other duties appropriate to the grade and post as specified by your line manager

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Person Specification	
Essential Criteria	Desirable on appointment (if not attained, development may be available for successful candidate)
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• An understanding of or involvement in the work of local infrastructure organisations in the third sector</li> <li>• An understanding of local third sector funding</li> <li>• Knowledge of the structures in the local third sector used to influence social care and health</li> <li>• Understanding of health and social care policies and current issues in local government, NHS and social care and the relevance to self help groups</li> <li>• An understanding of self help and self care</li> <li>• Knowledge and understanding of equality and diversity issues</li> <li>• Knowledge of the community and voluntary sector</li> <li>• A good understanding of relationship management</li> <li>• Knowledge of relevant policies and procedures including those related to data protection, safeguarding and confidentiality.</li> </ul>	

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<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of building networks and new relationships within a new development area</li> <li>• Experience of communications and marketing</li> <li>• Experience of engaging communities, organisations and individuals</li> <li>• Experience of partnership working in multi-agency settings</li> <li>• Experience of working with a range of agencies and sectors including health, local authority, voluntary and business sectors</li> <li>• Experience of managing competing priorities</li> <li>• Experience of managing different demands and expectations from partner agencies</li> <li>• Experience of managing and motivating people</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of membership management and engagement</li> <li>• Experience of managing campaigns</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Skills</b></li> <li>• Effective written and verbal communication skills including writing for different audiences and different media using a concise written style, presentation skills including the use of PowerPoint.</li> <li>• Analytical reading of complex information, and the ability to summarise and present this information to a wide range of audiences.</li> </ul>	

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| <ul style="list-style-type: none"><li>• Friendly and open approach to networking.</li><li>• Up to date IT skills including work and excel, and the use of new media, databases and the ability to adapt to changing IT processes and programmes.</li><li>• Ability to facilitate briefing and developmental sessions for a range of audiences including senior managers, commissioners and stakeholders.</li><li>• Experience of partnership working in multi-agency settings</li><li>• Excellent time management skills and the ability to manage, prioritise and deliver agreed targets within specified timescales and review priorities in the light of competing demands</li><li>• Willingness to travel and work outside normal office hours on occasion</li><li>• Ability to make decisions within own area of responsibility</li><li>• Ability to confidentiality use persuasion, influencing or negotiating techniques to influence others in a range of situations</li><li>• Ability to work well under work under pressure.</li></ul> |  |
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<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>	
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\* Self Help UK 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.