**Senior Services and Volunteering Officer (part-time Maternity Cover, 12-month fixed term contract – starting mid-October 2024)**

**REPORTS TO:** InformationandServices Manager

**MANAGEMENT RESPONSIBILITY**: Support Services Coordinator and Volunteers

**HOURS OF WORK:** 9.00-17.00 – 3 days (21 hours) per week. Ideally Mondays, Wednesdays and Fridays but this can be discussed.

**SALARY:** £31,500 (pro-rated to £18,900 for 21 hours per week)

**LOCATION:** London

**Additional benefits**: Hybrid working policy, 33 days’ holiday (pro-rated and inclusive of Bank Holidays), employers 6% pension contribution, free eye check-up, cycle to work scheme and more.

**About the role**

Our Senior Services and Volunteering Officer plays a lead role in supporting high quality customer care for our members. This postholder also has responsibility for the Trust’s Volunteering support Network.

As the first point of phone and email contact between the Trust and people living with MSA, their family, friends and healthcare professionals, they will develop relationships in a professional and supportive way. The role also entails the management of our Support Group network, organising events and completing project work according to the Services Strategy. In terms of volunteering, they will maintain and develop our existing Volunteer strategy and recruit new volunteers where appropriate. The role also includes the line management responsibilities of the Support Services Coordinator.

The post holder is expected to be self-motivated and show initiative and flexibility. This role requires someone with a strong foundation of project management, event management, customer services and volunteer management skills. They need to be organised and have a proactive approach to tasks. You will need to be prepared to travel occasionally throughout the UK.

**Key Responsibilities**

* To develop professional, supportive relationships with individual members of the Trust by offering frontline responses to telephone, email and postal enquiries and signposting to internal and external support as required.
* To line manage the position of Support Services Coordinator. This includes providing supervision and development, training and the management of workloads and quality.
* To facilitate Digital Support Groups with our members and host webinars.
* To coordinate the Trusts Support Group activities and ensure the administration of these is being completed effectively. This will also involve scoping out new groups and ensuring our digital and in-person offering is maintained.
* To be a primary user of the Trust’s database (Raisers Edge), ensuring accuracy and consistent use by all staff, providing quality administrative support for users.
* To produce accurate membership breakdown figures and other ad hoc database enquiry resolutions as required.
* To support and manage the effective implementation of Information and Services projects as outlined in the Strategy and as directed by your line manager and senior management.
* To collate and support user feedback to contribute towards service improvement.
* To manage the MSA Study Day events including co-ordination in the planning stages and providing on the day leadership.
* Monitor and feedback on the Trusts activities including HealthUnlocked, social media posts and google analytics data.
* To implement the recruitment, induction, training and review processes for all volunteers.
* Provide advice, guidance and support to management, staff and volunteers on all volunteering matters such as policies, procedures and dealing with complex issues.
* Monitor and evaluate the volunteering programme against aims and objectives and report to management on the impact of volunteering across the Trust.

**General activities**

* To attend internal Trust meetings as required.
* Any other duty as required by the line manager, CEO’s or Trustees, commensurate with the post.
* To observe the regulations concerning data protection, safeguarding and maintain confidentiality.
* To assist with health and safety office management.

**Person Specification**

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| **Criteria** | **Description** | **Essential (E) / Desirable (D)** | **Assessed on Application form (A) /or at Interview (I)** |
| **Experience of** | Providing phone or email support/helpline work and developing professional supportive relationships with individuals | E | A/I |
|  | Minimum two years working in a similar role | E | A/I |
|  | Coordinating several projects concurrently | E | A/I |
|  | Managing and supervising volunteers including the administration side of volunteer management | E | A/I |
|  | Line management of staff | E | A/I |
|  | Experience of working in the voluntary sector, preferably in a health or disability setting. | D | A/I |
| **Knowledge of** | MSA and the issues faced by disabled people. | D | I |
|  | CRM databases (we use Raisers Edge) | E | A/I |
| **Skills** | Ability to problem solve and prioritise workload. | E | A/I |
|  | Excellent verbal and written communication skills; able to communicate effectively with a variety of people (e.g. professionals, service users, suppliers). | E | A/I |
|  | An ability to give empathetic support to service users and volunteers. | E | A/I |
|  | Event coordination and project management | E | A/I |
|  | Facilitation and Coordination of support groups (or similar e.g. focus groups) | E | A/I |
|  | Report compilation with data (e.g. internal statistics) | D | A/I |
|  | Excellent IT skills with the ability to work confidently with Microsoft Office and database systems. | E | A |
| **Organisational requirements** | Commitment to MSA Trust’s vision, mission and values. | E | I |
|  | Knowledge and understanding of the social model of disability and a firm commitment to the inclusion of disabled people and equal opportunities within society. | D | I |
|  | An ability to understand and work within organisational policies and procedures in your work. | E | I |
|  | An understanding of the importance of discretion and confidentiality. | E | I |
|  | Availability for very occasional evening and weekend work. | E | A |

**About the Multiple System Atrophy Trust**

The Multiple System Atrophy Trust is the UK and Irelands leading charity supporting people affected by multiple system atrophy (MSA) – a rare neurological disease with no known cause or cure.

**MSA**

Multiple System Atrophy (MSA) is a progressive neurological disorder that affects adult men and women. It is caused by degeneration or atrophy of nerve cells in several (or multiple) areas of the brain, which can result in problems with movement, balance and autonomic functions of the body such as bladder and blood pressure control.

**Our Services**

We provide a telephone and email support line, six MSA Health Care Specialists and regular regional/online support groups throughout the UK and Ireland. These activities are crucial in reducing the isolation of having a rare and incurable disease. The Trust also funds research to find the cause, and one day, cure for MSA.

The Trust’s Vision is a world free of MSA. Our Mission is to find the cause and, ultimately, cure for MSA. Until that day, we will do all we can to support people affected by MSA and to strive to ensure that they are not alone on their individual journeys.

The Trust has seven core values, we aspire to be:

* led by those we serve – we strive to put those we serve at the heart of everything we do
* collaborative – we will work collaboratively when this is in the best interests of those we serve and the Trust
* supportive – the Trust exists to support people affected by MSA throughout their journey – we are on their side and we want them to know and feel this
* open – we want to be open and welcoming to everyone affected by MSA who makes contact with us
* respectful – our ethos is to critique not to criticise
* committed – everyone who is involved with the Trust should be committed to doing what they can, in whatever capacity, to improve the lives of people affected by MSA
* informative – we want to inform and be honest and transparent about what we say and what we do.

I&S/Jun24