Versus Arthritis

Job description

Job title: Nation Support Officer

Reports to: Head of Nation

Department: Nations – Influencing and Partnership

Directorate: Services and Devolved Nations

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Services and Devolved Nations (S&DN) Directorate**

The Services and Devolved Nations Directorate delivers impact and change for people with arthritis through our support services of a helpline, online community and other digital tools, to our community delivery across our four nations so that people can connect and learn the tools to self-management and keep active.  We support people of all ages by delivering peer support, workshops and residentials to young people.  We educate and train health professionals to better understand arthritis and engage with about our research.  We are leaders in influencing governments to promote the importance of arthritis and enable change across our health and social care systems.

Job purpose

The Nations Support Officer will support the nation-based team, providing seamless and effective business support to running operations within the nation.

This role will include responsibility for the general management of a nation office, delivering effective and compliant services including day to day security, maintenance and health and safety provision within the site.

Main duties

* Work independently to provide proactive business support including coordinating cross-departmental communications and reporting, diary management support, proactively ensuring relevant nation SharePoint site is up to date, and nation-dependent support tasks.
* Ensuring legal compliance of the nation office in line with health and safety regulations, working with the facilities team to manage appropriate governance of documentation in line with legislative and organisational requirements.
* Ensuring the site facilities are fully operational with all utilities functioning properly and all supplies in order, problem solving matters affecting local operational issues – typical examples flooding, lifts out of order.
* Ensuring health and safety working practices and conditions are adhered to and a safe environment is provided in accordance with relevant legislation. This includes carrying out appropriate risk assessments, fire warden duties and building checks, in accordance with legislation, Versus Arthritis requirements and specific landlord requirements.
* Manage and maintain local service contracts and suppliers with relevant compliance with procedures and policies, with focus on achieving value for money and costs savings.
* Ensure security and emergency procedures are robust, taking an active role in the event of emergency situations.
* Undertake production of professional and timely communications as required by Nation Head, promoting positive engagement with Versus Arthritis, building and holding internal and external stakeholder relationships and networks across teams and external organisations, for example health professionals, external suppliers.
* Act as a key representative of nation activities, both internally and externally and first point of contact for external enquiries – whether in person, by telephone, e-mail, social media or written correspondence; confidently seeking to understand issues sensitively, employing empathy and tact in sometimes difficult conversations with vulnerable service users.
* Organising virtual events and meetings, using range of Microsoft Teams functions to ensure inclusivity and ability of attendees to participate, recognising GDPR (General Data Protection Regulations) in relation to recording and sharing such events.
* Planning and organising high-profile volunteer/stakeholder events in collaboration with staff and volunteers, ensuring events are professionally organised and delivered, taking responsibility for logistical requirements, communications and finance administration.
* Provide relevant advice and guidance to staff to promote activity on social media and develop resources for place-based activity, ensuring these are accurate, up to date and staff and volunteers have all relevant equipment and documentation e.g. information packs and forms.
* Be alert to opportunities to develop or improve knowledge of and delivery of Versus Arthritis support to people with arthritis.
* Represent the nation at Facilities meetings, risk management and cross departmental system and process meetings as appropriate contributing to continuous improvement, policy making and decisions to support our UK charity business.
* Be an internal champion for the Services database and help to promote its use and understanding across the nation team.
* To embrace, embed and deliver the organisational values, commitments and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Head of Nation.
* Head of Facilities.
* Wider Facilities team.
* Staff, volunteers, people with arthritis, funders.
* Landlord, contractors.
* Systems and administration managers and other nation focused teams.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience of successfully managing ad hoc tasks and small-scale projects in an administrative or similar role, demonstrating knowledge and awareness of Health and Safety, Safeguarding, General Data Protection Regulations (GDPR); knowing when to escalate issues.
* Experience of working as part of a team, as well as with minimal supervision and or using own initiative whilst demonstrating excellent customer service with the ability to remain calm, diplomatic and composed.
* Experience of working in a support role with responsibility for meeting regulatory requirements and providing administrative support to home-based staff or geographically dispersed colleagues and volunteers.

Skills

* Experience of Microsoft Office, including a working knowledge of 365 applications, including Outlook and Excel, and ideally a working knowledge of the following: SharePoint, One Note and Teams.
* General property management experience including environmental management.
* Can demonstrate effective supplier relationships and a customer care approach.
* Excellent planning and organisational skills with attention to detail.  A proactive approach and the ability to work on multiple projects/tasks simultaneously.
* Confident to lead relationships and outputs from senior stakeholders, including landlords and able to apply critical thinking in response to issues arising.
* Health and Safety knowledge to conduct fire evacuation training, mandatory checks/implementations, employee on site inductions and conducting event risk assessments.
* An enthusiastic and flexible approach, able to work closely and adaptively with the immediate team and collaboratively across the wider organisation.
* Knowledge and understanding of the voluntary sector in the Nations and the environment we operate in.
* Knowledge of safeguarding principles and practice. Strong empathy for the needs of volunteers, people with arthritis and staff.
* Able to record and maintain accurate and up to date personal and numerical data with knowledge of General Data Protection Regulations (GDPR).

Desirable experience, knowledge and skills

* Knowledge of continuous improvement.
* Experience of working in a similar environment supporting the effective management and use of multi-site facilities.
* An interest in improving the lives of people with arthritis and the willingness to gain knowledge of arthritis and musculoskeletal conditions.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.