

Services Support Officer

Welcome from the CEO

I am delighted that you are interested in the role of Services Support Officer at the Limbless Association. This is a fantastic opportunity for the right person to make a positive impact on our members. We are a small, supportive team who work closely together, despite being a National Charity and based across the UK.

Most amputees have experienced isolation, anxiety and depression due to their amputation and have often struggled with their mobility and additional health conditions. This has been exacerbated by the COVID19 pandemic, making the need for connectivity with people in similar situations more important than ever.

Our projects and reach are growing with our support never more needed and as such we are looking for a highly organised and efficient person with considerable experience and expertise in a customer service focused environment.

Our helpline is an integral part of our service offer and is getting busier. As well as ensuring that our service users receive first class support, advice and signposting, this post will play a key support role to our delivery teams across all of our projects.

A positive, empathetic and friendly disposition as well as a can-do attitude to all tasks is an absolute must. Frontline advisory experience is essential and we would love to find someone who has experience of the amputee community and sector. We positively welcome applications from candidates with personal experience of limb loss.

If you are passionate about providing guidance, advice and support to people who need it most and you thrive on your work making a direct difference then I really look forward to hearing from you.

Deborah Bent

CEO

ABOUT THE LIMBLESS ASSOCIATION

The Limbless Association is a long-standing charity based in Chelmsford, Essex, which through its stakeholder networks extends its reach as an organisation operating and connecting nationally. The LA aims to support amputees, whatever their non-medical needs, from the point of consultation and preoperative assessment through to post-operative recovery and rehabilitation. Our core services include a dedicated support line, direct access to welfare rights and legal advice, peer to peer support through our membership, fitness advice and links to local services. The LA's two key projects are the Support and Connect Hub outreach programme and Volunteer Visitors (peer mentors). The loss of a limb or limbs, through accident or illness is a devastating and life changing experience that affects the individual and their families. Consequently, issues can be multiple, complex and severe. Here at the LA we champion lives without barriers and believe that all amputees should have unparalleled support to lead independent and fulfilled lives. Our key message is that *No Amputee Need Cope Alone*.

The LA operates with a small friendly team working out of the Chelmsford office HQ and remotely, along with a dedicated Trustee Board and an army of volunteers.

JOB DESCRIPTION

Salary:	Circa £23k per annum pro rata depending on experience.
Hours:	21 hours a week
Days:	Days to be agreed (Requirement for flexibility to work weekends and out of hours, for which there will be no payment, however, a time off in lieu policy is in operation).
Type of contract:	Permanent
Reporting to:	Services Coordinator
Holiday entitlement:	25 days leave plus 8 bank holidays pro-rata.
Place of work:	Office based with interim remote working due to COVID19. Some travel within the UK according to the needs of the role, including to Chelmsford as the main meeting location for the LA team.

The Services Support Officer (SSO) is a key role in our organisation, with responsibility for the administration and coordinating of the LA's advisory service to all stakeholders, as well as supporting other roles and projects. As the initial point of contact within the organisation, the SSO will support our information support line and aim to service and grow the LA's membership, providing all our stakeholders with excellent customer service at all times. The SSO will also support coordinating of the LA's peer mentoring service and support the LA's peer volunteers.

MAIN DUTIES

- Be responsible for the LA support and information line and LA enquiries inbox, working alongside the current Services Support Officer (SSO)
- Support the Services Coordinator and the project teams to raise the profile and build productive and professional relationships with all key stakeholders
- Develop and maintain a signposting directory ensuring that the directory is updated regularly
- Holistically support service users and members with a multi-agency approach where identified
- Contribute to the implementation of effective systems to record, retain and analyse stakeholder information using LA's CRM system
- Record details of enquiries and implement a follow-up procedure
- Produce enquiry reports and identify service gaps which the LA can look to fill
- Provide excellent and efficient support and customer care to service users and existing and new LA members
- Promote the LA membership offer
- Develop initiatives to support LA members and identify challenges and changing needs (e.g. surveys and engagement activities)
- Represent the charity at external events and meetings (as identified by the Services Coordinator), in person and virtually.
- Support the Volunteer Visitor Team in administration, coordinating and developing the peer support (Volunteer Visitor) programme

- Support the recruitment and onboarding process for volunteers including promoting, administering the pre volunteering checks, welcome packs, induction and design and delivery of training.
- Ensure a high standard of customer service and positive experience for volunteer enquirers and applicants
- Contribute to regular communication with volunteers through initiatives such as newsletters
- Contribute to volunteer recognition initiatives such as Volunteer Week and relevant awards both local and national
- Support the implementation of systems to enable effective monitoring and evaluation of volunteering, such as volunteer supervision and exit interviews
- Such other duties at a comparable level of responsibility as determined by the Support Coordinator.

General

In addition to the specific duties and responsibilities outlined in this job description, Limbless Association employees should be aware of their specific responsibilities towards the following:

- Follow all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- Limbless Association is committed to encouraging volunteering throughout the organisation and as such the postholder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Limbless Association.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

The LA is a small national charity with significant aspirations and plans to grow. We currently operate as a small team whereby any team member who shares our vision will be offered the support and scope to develop within their role and be encouraged to grow with the charity to take advantage of further opportunities as they arise.

Person Specification

Job Title: Services Support Officer

Criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> - Client advisory support experience in a healthcare setting - Minimum of two years administrative support experience - Experience of engaging with a wide variety of stakeholders - Experience of multi-agency working - Experience of recruiting, managing and co-ordinating the work of volunteers - Representing an organisation at external events and meetings 	<ul style="list-style-type: none"> - Experience of limb loss - Specialist advisory knowledge - A healthcare background 	Application Interview References
Qualifications & training	<ul style="list-style-type: none"> - Educated to GCSE standard or equivalent with a good pass in English and Maths. 	<ul style="list-style-type: none"> - An Advice Support Qualification* - An Administrative/ customer services qualification* *or working towards 	Application/ Certificate of qualification Test (as applicable)
Skills & abilities	<ul style="list-style-type: none"> - Excellent communications and presentation skills - Operational experience of working with a CRM/enquires/membership/ database - Excellent written and spoken English - Good organisational and time management skills with a systematic approach - Able to build and maintain productive and professional positive working relationships with all stakeholder groups - Able to prioritise, plan and organise own workload - Excellent IT skills, in particular: Microsoft word, excel and outlook 	<ul style="list-style-type: none"> - Excellent interpersonal and networking skills - Able to think creatively and develop new approaches - Understanding of health and social care related issues - Able to work to targets, plans and budgets 	Application Interview Presentation References

Knowledge	<ul style="list-style-type: none"> - Awareness of how to motivate and support volunteers - Understanding of different supporter/volunteer needs and methods of relationship building - Knowledge of organisational policy, review and implementation - Knowledge and understanding of the limb loss sector and the challenges of being an amputee 		Application/ Interview/ Presentation
Personal Qualities	<ul style="list-style-type: none"> - Commitment to self-development and willingness to undertake training (CPD) - Self-motivated - Creative and Resourceful - Enthusiastic - Team player - Tenacious - Adaptable and flexible - Comfortable with change - Calm and unflappable - Sensitive and empathetic - Diplomatic and professional - Ability to relate positively to people of different cultures, backgrounds and experiences 		Interview References
Other requirements	<ul style="list-style-type: none"> - Access to transport and able to travel extensively across the UK as required - Satisfactory enhanced DBS check required - Adaptable and flexible - Willing to work unsocial hours if necessary (TOIL policy) - As we are a national charity, the postholder will be required to attend events and meetings across the UK where overnight stays will occasionally be required. 		Application References

Recruitment timetable

Activity	Date
Closing date for applications	Friday 6 November 2020 at midnight
Final interviews	W/c 16 November 2020
Start date	ASAP to be agreed.

How to apply

Should you have any queries or wish to have an informal discussion about this role, then please contact hr@limbless-association.org, quoting Services Support Officer

If you believe you have all the essential criteria required and wish to apply for this role, please **complete an application form** which should clearly explain how your experience and skills fulfil the essential requirements of the person specification. Please address all the essential criteria in your application.

You should give the names, positions, organisations and contact details of at least two referees, one of whom should be your current/most recent employer. Referees will not be contacted without your prior approval.

Applications should be emailed to hr@limbless-association.org (quoting "Services Support Officer application" in the subject heading).