

Virtually Speaking Development Officer

Welcome from the CEO

I am delighted that you are interested in the role of Virtually Speaking Development Officer at the Limbless Association. This is a fantastic opportunity for the right person to make a positive impact on our members. We're seeing a digital communications specialist to support the development of our online events programme and digital engagement.

We are a small, supportive team who work closely together, despite being a National Charity and based across the UK.

Following a successful bid for funding from the The Coronavirus Community Support Fund (National Lottery), it is now time to diversify the way we deliver our support to our members. This is where we need your help. We are looking for an enthusiastic, creative and self-motivated professional, who can be part of shaping our Virtually Speaking project.

Our size means we are able to work highly collaboratively, supporting one another and ensuring that everyone has a voice in how we develop.

You will work closely with the National Development Hub Coordinator and the Hub team to develop our Virtual offer and take the lead on communications both online and across different social media platforms. As such you must be a confident communicator, articulate both verbally and in written format, with the ability to inspire our members to engage.

If you are passionate about supporting people who need additional support, 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 and remotely, along with a dedicated Trustee Board and an army of volunteers.

LA SUPPORT AND CONNECT HUBS

The Limbless Association launched its first Support and Connect Hub in June 2018 in Harold Wood Long Term Condition Centre (a limb fitting centre) in Essex. The Hub operates monthly on an informal drop-in basis and provides amputees with an outreach opportunity to gain advice and support, meet with other amputees, to share their experiences and take part in therapeutic taster sessions. The project aims to develop LA support communities and networks at local and regional levels.

The Hub aims to:

- Reduce isolation that many amputees experience.
- Improve amputees' knowledge regarding recovery and life after limb loss.
- Provide early access to peer mentoring support.
- Introduce amputees to activities and other experiences to improve their wellbeing and quality of life.

The Support and Connect Hub project represents an important development at the charity and since inception has quickly become one of its key outreach projects. The LA aims to develop a national network of Hubs at centres and locations across the UK. In light of the COVID19 pandemic, some of the work of the Support and Connect Hub project will now be delivered online.

JOB DESCRIPTION

Salary:	£20-£24k per annum pro rata depending on experience.
Hours:	28 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:	Fixed term contract for 6 months initially with the possibility of an extension.
Reporting to:	National Hub Development Officer
Holiday entitlement:	25 days leave plus 8 bank holidays pro-rata.
Place of work:	Homeworking with some travel within the UK according to the needs of the role, including to Chelmsford as the main meeting location for the LA team.

This is a new role funded by the Coronavirus Community Support Fund (National Lottery) in recognition of the additional struggles our Hub members are facing and continue to face in light of the COVID19 pandemic.

The postholder will develop and implement the online offer which will include providing virtual support, information and connectivity to amputees across the UK as well as leading on communications and engagement across the Charity.

MAIN DUTIES

To develop and deliver the virtual offer for our Hub members.

- Lead on the development of an online offer, working to agreed milestones and targets, against which the role will be measured.
- Design, create and deliver a programme of online thematic events to compliment the regular monthly Hub sessions
- Facilitate peer to peer support for members of the Virtual Hub
- Signpost members to the LA's Services Support team as well as both local and online support as needed, ensuring more vulnerable members have access to additional support
- Develop digital access workshops for members/users to attend supported by the Hub Coordinators. Providing members with accurate information and guidance to protect them from potential scams and abuse
- Develop a programme of interesting, topical and interactive events that meets the needs of members
- Work with the LA Support and Connect Hub team to understand members needs and identify best practice
- Develop and build positive relationships with key stakeholders including all members of the Hubs, team members, clinicians and other support providers, Trustees and volunteers

- Evaluate the effectiveness of the Virtual Hub on a regular basis, providing feedback to the National Hub Development Officer

To promote and raise awareness of the Limbless Association across the UK

- Working with the National Hub Development Officer, lead on the development of a communications strategy for promoting LA across the UK
- Represent the charity in a variety of settings including presentations and talks, exhibitions and events to inform potential supporters about the charity's vision, mission and work.
- Assist in developing and writing promotional material including regular e-bulletins.
- Coordinate the timely distribution of targeted communications, promotional materials and publications to all stakeholders.
- Maintain, update and develop the LA'S website and lead on social media communications and campaigns.
- To communicate widely the LA's objectives and need for support through all available methods
- Such other duties at a comparable level of responsibility as determined by the National Hub Development Officer.

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: Virtually Speaking Development Officer

Criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> - Minimum of three years' experience in the Voluntary Sector - Experience of project planning and management including budgets, setting and meeting targets - Experience of monitoring and evaluating projects - Experience of creating, designing, co-ordinating and delivering online events - Demonstrable experience of online communications in the Voluntary and Community Sector - Experienced and confident in operating across a range of digital communications platforms - Experience of stakeholder segmentation and engaging with a wide variety of stakeholders - Experience of writing copy for e-newsletters and promotional literature - Experience of web-based work including website maintenance, development and social media - Has worked with local press/media and has experience of producing press releases - Experience of co-ordinating the work of volunteers 	<ul style="list-style-type: none"> - Experience of a wide range of marketing techniques - Expertise and experience of website design 	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"> - Educated to Degree level or working towards. 	Application/ Certificate of qualification Test (as applicable)

Skills & abilities	<ul style="list-style-type: none"> - Excellent communications and presentation skills - Excellent written and spoken English - Excellent facilitation, influencing and negotiation skills - Able to build and maintain productive working relationships with all stakeholder groups - Able to prioritise, plan and organise own workload - Able to work to targets, plans and budgets - Excellent IT skills, in particular: Microsoft word, excel and outlook 	<ul style="list-style-type: none"> - Excellent interpersonal and networking skills - Able to plan and organise activities and campaigns, including marketing/PR - Excellent research and analytical skills 	Application Interview Presentation References
Knowledge	<ul style="list-style-type: none"> - Recent knowledge of evaluation and monitoring - In depth knowledge of marketing, PR principles - Awareness of how to motivate and support volunteers, supporters etc 	<ul style="list-style-type: none"> - Understanding of the needs of amputees 	Application/ Interview/ Presentation
Personal Qualities	<ul style="list-style-type: none"> - Commitment to self-development (CPD) - Self-motivated - Creative - Enthusiastic - Team player - Flexible - Tenacious - Adaptable - Comfortable with change 		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 		Application References

	attend events and meetings across the UK where overnight stays will occasionally be required.		
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Recruitment timetable

Activity	Date
Closing date for applications	Friday 23 rd October 2020 at midnight
Interviews (These are likely to be held remotely)	w/c 2 nd 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 deborah@limbless-association.org quoting Virtually Speaking Development Officer.

If you believe you have all the essential criteria required and wish to apply for this role, please complete our **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 identified in the person specification 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 returned by email to hr@limbless-association.org (quoting “Virtually Speaking Development Officer application” in the subject heading).