

Job Description

Job Title:	Supporter Engagement Officer
Reports to:	Supporter Engagement Manager
Location:	Borough High Street, London SE1
Salary:	£26,000
Contract:	Permanent
Hours:	37.5 hrs per week. Office hours are 9 – 5.30

Background

We are the only UK-wide charity for all those affected by a genetic bleeding disorder, a community of individuals and families, healthcare professionals and supporters.

For almost 70 years we have campaigned for better treatment, been a source of information and advice, and supported people living with long-term conditions.

We want to ensure that everyone affected by a bleeding disorder:

- Lives the best life that they can
- Never feels alone or isolated
- Feels empowered and confident

We do this by:

- Raising awareness about bleeding disorders
- Providing support at all life stages
- Influencing and advocating on policy and access to treatment

More than 36,000 men, women and children in the UK have a diagnosed bleeding disorder, and the number rises every year. Membership of The Haemophilia Society is free and open to all.

Purpose of the Post

We are seeking a Support Engagement Officer who will report to the Supporter Engagement Manager. The creation of this post will allow us to further grow and enhance our levels of engagement with our members and network of stakeholders

Key duties & Responsibilities

- To support the Supporter Engagement Manager in the planning and delivery of services for people affected by a genetic bleeding disorder.
- Sourcing venues for our events and assessing their suitability for our services. Acting as the point of contact for venues and liaising with speakers and volunteers over logistics.

- Attending events to help with the delivery of services to ensure a positive experience for members.
- To support the management and coordination of the patient information publications as guided by the Supporter Engagement Manager.
- To work with the wider Haemophilia Society team to ensure the promotion of services across the UK to members and ensuring good working relationships with health professionals and other contacts.
- To ensure quality standards are monitored and maintained, as agreed with the Supporter Engagement Manager.
- Work with the Supporter Engagement Manager to administer and develop the processes required to maintain good membership engagement.
- Proactively reach out to members to drive engagement and increase supporter numbers as informed by the engagement plan.
- To maintain excellent records of activity across all service areas, providing regular updates to the Supporter Engagement Manager ensuring recording systems are kept efficiently and accurately, and conform to data protection legislation.
- To act as first line contact for local groups supporting their needs and liaising with other members of the team to enable their development.
- To coordinate and administer volunteer activities

General

- To be an effective member of the team, presenting a positive impression of the team and the service.
- To recognise, respect and promote the different roles and diversity of the individuals within the team.
- To attend internal and external meetings and training as required.
- To adhere to the Health and Safety, safeguarding and data protection policy.
- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work.

Person Specification

Knowledge and Experience

Essential

- Experience of planning and delivering events and services
- Experience of working with a variety of stakeholders, for example service users, colleagues and volunteers.
- Good working knowledge of IT systems including Windows and packages including Microsoft Office (in particular Word, Excel and Outlook).

Desirable

- Experience of working with Raiser's Edge database
- Experience of working within the charity or health sector
- A knowledge of inherited bleeding disorders

Personal qualities

- A warm, compassionate, and empathetic personality with the ability to develop positive relationships with people from a wide range of backgrounds.
- Enthusiastic with drive and determination to meet targets.
- Excellent organisation skills and time management, with the ability to balance and prioritise a varied workload.
- The ability to adapt and embrace change and calmly deal with challenges and unexpected situations that may arise.
- Values-driven with a proven commitment to social inclusion and equal opportunities.
- An effective member of the team, recognising, respecting and promoting the different roles and diversity of the individuals in the team and presenting a positive impression of the team and The Society.

Other requirements

- Must be prepared to travel throughout the UK and to work varying hours including evenings and weekends as required.
- Due to the nature of our work with children and vulnerable adults, this role will require a DBS check and checks on previous employment.
- Undertake any other tasks that may be requested will be at the same level of responsibility and terms and conditions of employment.