**Job Title: Local Networks officer**

**Location: Home based/Resource Centre (NI)**

**Reports to: Country Director**

**Introduction to MS Society**

The MS Society is the UK’s leading MS charity. Since 1953, we’ve been providing information and support, funding research and fighting for change. We fund research, give grants, campaign for change, provide information and support, invest in MS specialists and lend a listening ear to those who need it. The MS Society is a democratic organisation. Every one of our 38,000 members has an equal say in what we do. We are also supported by 9000 volunteers and 260 staff members.

**Our Mission**

Our mission is to enable everyone affected by MS to live life to their full potential and secure the care and support they need, until we ultimately find a cure.

Our aim is to beat MS.

**Context of Work**

More than 100,000 people in the UK have MS, more than 2 million worldwide. We offer hope for the future by investing in research, and help for today through our information, support and campaigning.

People with MS guide our work. Our volunteers and supporters shape our research programme through our Research Network, help us provide support locally through our branches and groups and help us write our publications.

Our paid staff also provide information and support services to people affected by MS, work with scientists and healthcare professionals and raise funds in four national offices and communities across the UK.

With groups in every part of the UK the Society’s work has inspired thousands of volunteers, supporters and staff members to make a difference to the lives people affected by MS.

**Purpose**

To work with local groups and other local networks partners to increase the reach and impact of the MS Society's services and support for people with and affected by MS.

To act as the Society’s key point of contact with a number of local groups.

To ensure that groups and other local networks deliver in line with quality standards and follow MS Society policies and procedures.

To support groups and other local networks partners in measuring reach and impact within an overall governance and risk framework.

To contribute to the overall implementation of the Local networks team objectives.

**Key Relationships**:

Internal

The post holder works closely with:

* other local networks officers
* the volunteer strategy team
* other staff in the Services and Support Directorate
* the local influencing team
* group volunteers

External

The post holder works closely with a range of partners in supporting volunteers to deliver services and support in line that will benefit people with and affected by by MS.

**Key Accountabilities:**

The MS Society Local Networks Officer will support delivery of the Society’s Service's and Support strategy to deliver the MS Society’s strategic goals by:

1. **Business plan implementation**

1a Work with local groups/other local networks to implement local services and support

1b Work with local groups/other local network partners to increase the reach, and impact of the services and support

1c Ensure that local groups/other local networks deliver in line with quality standards and follow MS Society policies and procedures

1. **Monitoring and Reporting on Performance**

**General**

**Key competencies**

The post holder is expected to model and promote the MS Society’s values and leadership behaviours:

* **Understands and commits to the MS Society Vision**: Places people affected by MS at the heart of what we do; seeks ways to improve and have a greater impact and acts as an ambassador for the MS Society.
* **Enables others to act:** Trusts, empowers and develops staff, respecting and valuing diversity, skills and contributions from others. Maintains and develops own competences and engenders trust and respect from colleagues.
* **Inspires and motivates:** Maintains motivation creates energy and momentum; is positive and solution focused; and drives excellence and improvement.
* **Analyses and Evaluates**: Analyses information from a range of sources in order to make effective decisions; weighs up risks and challenges; applies critical thinking; is outcomes focused and measures impact.
* **Plans and prioritises**: Works efficiently and plans ahead; prioritises effectively; is mindful of fundability; and is able to balance urgent and important activity.
* **Communicates Effectively**: Influences others, flexes to suit different audiences, builds rapport and is open and approachable
* **Demonstrates professional competence**: Maintains own area of technical or professional competence, shares and distributes knowledge and expertise, balances professional competence with effective interpersonal skills.

**Detailed Responsibilities:**

1. **Business plan implementation 65%**
* Planning work to ensure the achievement of deadlines.
* Focusing work to deliver the team’s business plan and contribute to the achievement of the Society’s strategic aims and priorities.
* Contributing to a clear focus on driving improvements in quality, impact and performance.

**1a Work with groups/other local networks to implement services**

* Support groups with planning and the co-production of services
* Ensure that provision is aligned with MS Society goals and service and support strategies
* Support effective communication with groups and volunteers and act as the Society’s key point of contact with a number of groups
* Provide good customer service to branches, ensuring that group and volunteer queries are resolved professionally and promptly
* Support group and volunteer learning and development to enable group to deliver their planning and management roles well

**1b Work with groups/other local networks to increase the reach and impact of the MS Society's service provision.**

* Plan and deliver volunteer forums and communication events that enable them to increase their effectiveness in delivering and providing services and support
* Support local groups and groups to recruit and support volunteers in line with the Society's volunteering strategy and policies.
* Work with groups and local networks and alongside Policy and Influencing to develop spending plans for legacies and other large donations that take account of need and service availability
* Assist groups and local networks to access restricted funding opportunities by working with Fundraiser colleagues to identify and secure strategically significant opportunities
* Develop and implement local partnerships for services and support
* Work with groups to enable them to implement and benefit from systems for collecting and interpreting management information and outcomes data within an overall framework.
* To contribute to collecting other management information, for example relating to the volunteer portal and the service bank.
* Work with external relations colleagues to enable local networks to represent themselves and participate in the Society’s mobilisation strategy

**1c Ensure that groups/other local networks follow MS Society policies and procedures**

* Ensure local volunteers/groups are informed about MS Society policies and procedures
* Work with local groups and networks to implement MS Society Risk assessment procedures
* Work with groups/local networks to implement MS Society policies and procedures including anticipating, reporting on and managing problems
* Deal with informal and formal complaints, using the MS Society Resolving Volunteer issues and concerns (RVIC) Policy.
* Work with colleagues in the Finance Department to ensure groups and local network accounts are managed and audit queries resolved
1. **Monitoring and Reporting on Performance 30%**
* Contribute to the reach and impact measurement of the team's work in accordance with the MS Society’s outcomes framework.
* To contribute to monitoring performance information against objectives, outcomes and KPIs taking action in a timely manner to address performance issues.
1. **People Management 5%**
* Managing performance and development, through regular feedback, supervision, supporting learning and the Performance development review process
* Recruiting and inducting new staff.

**General**

* Compliance with MSS’s governance procedures, MSS policies and procedures
* Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
* Contribute to the work of the broader team
* Responsible for the effective use of financial and other resources

**Other Duties**

* To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
* To undertake any other work as could be expected of a Local networks officier

**Person Specification**

**Qualifications**

Essential

* A levels/equivalent qualification or
* A relevant, recognised professional qualification or
* Relevant professional experience, which demonstrates [equivalent](https://www.google.co.uk/search?client=firefox-a&hs=4vc&rls=org.mozilla:en-US:official&channel=nts&q=equivalent&spell=1&sa=X&ei=WNQaVJi9M6fQ7Aaq4oGoAg&ved=0CBwQvwUoAA) professional/academic skills
* Evidence of continuous professional development.

**Experience**

Essential

* Successful experience of working as part of a team to achieve service development.
* Experience of increasing the reach, effectiveness or impact of a service.
* Project management experience
* Experience of partnership working

Desirable

* Experience of working with teams of volunteers involved in managing and delivering services.
* Line management experience

**Knowledge and skills**

Essential

* Understanding volunteer needs and motivation
* Excellent interpersonal skills, able to influence and persuade stakeholders.
* Commitment to achieving goals, collaboration and alignment as part of an effective dispersed team.
* Understanding of impact and performance measurement and its importance in service development.
* Understanding of change cycles and working through change.
* Commitment to participate in a changing environment and as the shape of MS Society activities and targets develop.
* Demonstrable commitment to collaborative team work
* Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
* Excellent written and verbal communication skills.
* Good organisational and workload management skills
* Strong IT skills to support effective presentation of information and collaboration.
* Full Driving licence

**Employment terms**

**Grade: Band E Level 2**

**Salary scale: £31,445- £35,761**

**Signed by post holder Date**

**Signed by Executive Director Date**