**We’ve ambitions to provide more support for those with endometriosis –**

**are you up for the challenge?**

Thank you for your interest in the role of Support Network Manager (Maternity Cover) at Endometriosis UK. Endometriosis impacts on the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause – although the impact can be felt for life. Yet it’s a disease that the majority of people have never heard of, do not understand and that has no dedicated treatment. It costs the UK economy around £8.2 billion every year in healthcare costs, loss of work and treatments and yet it isn’t recognised by most employers. As the UK’s leading charity for all those affected by endometriosis, we’re determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support.

We’ve big ambitions in our new strategy being launched soon, focused on supporting those with endometriosis, driving down diagnosis times, campaigning for improved treatments and access to services, raising awareness, and leveraging more money into research. We place people with endometriosis at the heart of all we do, and with an average diagnosis time of 8 years, the cause of the disease unknown and no cure, there is so much more they need and want. If we get out work right, we really can make a difference to 1.5 million in the UK with endometriosis – and all those diagnosed in the future.

We need to find the right person to take on the challenge and make these ideas a reality – and bring many more ideas of their own! As well as being responsible for managing our Support Network on a day-to-day basis, it will be your role to lead the network through a period of growth and development. With the cancellation of surgy and appointments due to the pandemic and resultant large waiting lists, now more than ever we need to deliver. We want to grow and develop our helpline, support groups, online forum and programme of information events, plus identify and develop new support services to meet the need of the endometriosis community both now and in the future. We want to ensure we are reaching diverse groups and providing the support they need. And a specific task for the year ahead will be managing a return to face to face support events, when restrictions ease, alongside a virtual programme.

We’re a small but growing charity, currently with 9 staff and plans to continue to grow to better deliver our strategy. Volunteers are core to all we do, and it’s thanks to our volunteers that we’ve achieved a lot. Our Support Groups provide a vibrant support network, currently virtually due to the pandemic, and our Helpline a much needed support to many. Our campaign to get Menstrual Wellbeing in the school curriculum in England was successful, and from September 2020 is compulsory - but we’re still lobbying to get this into all curriculums across the UK. We’ve partnered with the Royal College of GPs, resulting in a Menstrual Wellbeing Toolkit and e-learning modules to raise awareness and skills with GPs, and with the BBC to raise public awareness. I hope you’ll consider joining us so we can, together, do even more.



Emma Cox

Chief Executive

**JOB DESCRIPTION**

Job title: Support Network Manager (Maternity Cover)

Reporting to: Chief Executive

Working hours: Full time/ 37.5 hrs a week (will consider 4 days/week for the right candidate)

Location: Endometriosis UK’s office in central London – although currently working from home

Contract: 12 month maternity cover contract

Annual salary: £32,000 – 35,000 (including London Weighting) depending on experience

Closing date for applications: 10 am, Monday 29th March 2021

Interview date: Tuesday 6th April 2021

**ABOUT US:**

Endometriosis UK is the leading UK charity that supports those living with endometriosis. Formed in 1981 we offer information and support to women and those assigned female at birth with endometriosis, for example through our website and information leaflets, and via our local support groups, Helpline and online forum. As well as directly supporting those with endometriosis, we work to raise awareness of endometriosis amongst healthcare professionals, the public and the media; lobby for improved treatment and management of the disease; and support research. Currently we are busier than ever as the pandemic has reduced the access to healthcare practitioners and those with endometriosis need information and support. We have a big job to do and ambitious plans.

We have an exciting opportunity for an experienced volunteer manager to join our small team at Endometriosis UK and make a real difference to the 1.5 million in the UK with the disease. The Support Network Manager role is pivotal to the organisation and involves the day to day management and strategic development of Endometriosis UK’s support network which includes a Helpline, local and online support groups, and an online forum, all of which are provided by volunteers, along with a programme of information events.

**Role**

This role leads the support we provide for those with endometriosis. You will plan and operationalise the development of our support services, ensuring we know what those with endometriosis want, and lead on evaluation and quality assurance so we know that we’re delivering effectively. Leading a team of two staff, a Volunteer Coordinator and a Support Officer, you will ensure a vibrant, trained and supported volunteer network – currently over 100 volunteers. You will be responsible for writing and maintaining the organisation’s volunteer related policies and procedures, and take an organisational lead on safeguarding and be the first point of contact when a safeguarding concern is raised. You will report to the organisation’s CEO, providing regular updates on support services as required.

In this role, your key responsibilities will be to:

1. Lead on the strategic development of the support network, in line with the organisation’s strategy and operational plan.
2. Ensure delivery of an effective programme of volunteer recruitment, planning recruitment to maintain and develop our current volunteer base, and proactively identifying new volunteer opportunities and roles.
3. Ensure the provision of an effective training programme for new and existing volunteers, reviewing and updating training packages and resources as required, ensuring best practice is maintained.
4. Ensure the effective supervision, management and support of volunteers.
5. Design, plan and deliver a programme of information events for those with endometriosis, eg webinars, information days.
6. Monitor and oversee the day to day provision of support via the helpline, support groups and online forum.
7. Line manage staff in the Support Network team, currently the Volunteer Coordinator Support Officer.
8. Take the lead in receiving and responding to safeguarding reports.
9. Lead on the collection and analysis of statistics and other forms of evaluation for each service (e.g. monthly helpline statistics, support group user surveys), and produce reports on the performance of the support network to the trustees, chief executive, wider organisations and external funders as required
10. Regularly review, update and where necessary create all volunteer-related policies and procedures, including the support network manual
11. Ensure the effective use and maintenance of our database and other systems for storing data about volunteers
12. Work with the Head of Income Development and other colleagues to identify and develop new projects for funding.
13. Support the CEO and colleagues to ensure the smooth running of the charity. We are a small, busy charity, and all staff help with the general running of the organisation in addition to their specific role activities.

**ABOUT YOU:**

Our Support Network Manager must be a highly motivated and organised individual with excellent communication skills. You will have a proven track record of recruiting and managing volunteers, and managing staff. You don’t need to have prior knowledge of endometriosis however if not you will have to be keen to learn, and have demonstrable interest in women’s health and empathy with our mission.

Please note that this is a very ‘hands on’ role; we are a small organisation and the post holder will need to be comfortable undertaking a range of duties at all levels to get things done.

**Person Spec:**

1. Substantial experience of recruiting and managing volunteers in the charity sector
2. Experience of managing frontline services in a charitable setting
3. Demonstrable project management skills and the ability to juggle a wide range of competing demands
4. Experience of planning, coordinating and delivering training events
5. Experience of line managing staff
6. Empathetic and understanding, with excellent communication skills and ability to communicate effectively with a range of audiences
7. Flexible, diplomatic and assertive, with good negotiating skills.
8. Highly organised with excellent time management skills
9. Up to date knowledge of volunteer management best practice
10. Holder of a degree or equivalent standard of education
11. Understanding and demonstrable commitment to equal opportunities, diversity and inclusion.
12. Excellent IT skills, including competence in Microsoft Officer and experience in using databases.
13. Ability to be able to work flexibly including some weekends and evenings, and to travel and stay overnight where necessary.
14. Undertaking any other duties commensurate with the general level of responsibility of the post.

***Desirable:***

1. Experience of managing budgets
2. Experience of managing a charitable helpline service
3. Knowledge of NHS structures and health policy

**TO APPLY**

Application is by CV plus a cover letter of maximum 2 sides. The closing date is 10am on Monday 29th March, and interviews will be held on Tuesday 6th April. Please send your applications to assistant@endometriosis-uk.org