



Job title: Regional Development Officer

Location: Home based in either Cheshire, Greater Manchester, Lancashire or Merseyside

Reports to: Regional Development Manager

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

To develop our local community presence within your local area, developing awareness of, and engagement with, the MS Society by the wider community. To develop events and services, with MS professionals and local groups where appropriate, to engage the community in our work, and to facilitate their involvement in relevant campaigns as appropriate.

To focus our activity within your area where need and the potential for impact is greatest, and help to develop our connections with communities we currently under-engage with and to work with local professionals to improve services in your area.

To support local groups in your area to develop new partnerships, to share good practice, respond to local need and engage with the wider community.

To undertake a programme of annual face-to-face visits/ health checks with local groups in your area to ensure that they have the support that they need and that their activities comply with organisational standards and meet our legal obligations.

To support the development of informal groups within the MS community, and our relationship to them.

To contribute to the overall implementation of the Regional Development Team's objectives.

Key relationships:

Internal

The post holder works closely with:

Other teams in the Community Networks team.

The Volunteering Team

Teams in Campaigns and External Relations.

Volunteers/Groups.

Health and Safety.

Other departments relevant to their work such as the Fundraising team, Policy team and Internal Communications team

External

The post holder works closely with:

MS professionals and health professionals.

Other MS related organisations and charities.

Providers of services relevant to people affected by MS

Key accountabilities:

Our Regional Development Officer will support delivery of our Digital and Services strategy to deliver our strategic goals by:

1. Business plan implementation

1a Leading the creation of a co-designed local or regional plan

1b Working with groups to develop and nurture local partnerships and services

1c Supporting the co-design of events as required

1d Help the local MS community engage with the MS Society in ways that meet their needs

1e Working with a defined number of local groups to ensure their activities comply with organisational standards, policies and practices and meet our legal obligations

1f Undertaking other activities that will help grow the MS Society's visibility and reach in your region as agreed with your line manager

2. Team work

3. Monitoring and reporting on performance

General

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed Responsibilities

1. Business plan implementation 90%

1a Leading the creation of a co-designed local or regional plan (15%)

- Working with the local MS community to co-design a local or regional plan focussed on increasing the number of people actively engaging with the MS Society, including with our local groups
- Understanding the needs, priorities and assets of the local community to identify opportunities for development in the region

1b Working with groups to develop and nurture local partnerships and services (15%)

- Working alongside our groups to develop local partnerships which will broaden and deepen our connections across all aspects of the MS community.
- Help groups to share best practice and optimise their impact for people with MS in their locality

1c Supporting the co-design of events as required (10%)

- Support the co-design and delivery of events that meet local need, both face-to-face or online.
- Work with the stakeholder engagement team to facilitate regional forums for healthcare professionals to identify how services can better meet need.
- Support others (local volunteers or health professionals) to develop services that meet the needs of the community

1d Help the local MS community engage with the MS Society in ways that meet their needs (20%)

- Work with the MS community to identify and respond to needs for new services where appropriate.
- Support the development of informal groups of within the MS community, giving people with MS new opportunities to meet, share experiences and develop friendships
- Work with the campaigns team to support people to run their own campaigns or be involved in national campaigns

1e Working with a defined number of local groups to ensure their activities comply with organisational standards, policies and practices and meet our legal obligations (20%)

- Visit each group within the region at least once per year to understand the capacity and priorities of each group, and to assess their compliance with organisational standards and policies
- Identify any outstanding actions and raise these with the Volunteer Support team for subsequent follow up and resolution

1f Undertaking other activities that will help grow the MS Society's visibility and reach in your region as agreed with your line manager (10%)

2. Team work 5%

- Contribute to the work of the broader team.
- Developing and maintaining effective working relationships across the department, directorate and organisation as a whole.

3. Monitoring and reporting on performance 5%

- Monitoring performance information against objectives, outcomes and KPIs.
- Taking corrective action in a timely manner when necessary.
- Contribute to the impact measurement of the team's work in accordance with our outcome's framework.

General

- Compliance with our governance procedures, policies and procedures.
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best.
- 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, including extensive travel across your region

- To undertake any other works as could be expected of a Regional Development Officer.

Person specification

Qualifications

Essential

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills.
- Evidence of continuous professional development.

Experience

Essential

- Experience of working alongside end-users in the coproduction of services or activities, and a commitment to the principles of coproduction
- Experience of financial and budgetary management with a focus on value for money
- Experience of managing the delivery of activity plans in partnership with volunteers to deliver an agreed set of outcomes.
- Experience of partnerships working to improve local services and outcomes for beneficiaries

Knowledge and skills

Essential

- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Able to identify and resolve complex issues in relation to volunteers, including challenging difficult behaviour, and resolving difficult relationships between volunteers
- Understanding of management information and its role in service improvement
- Ability to work within a geographically dispersed team with complex responsibilities and work with geographically remote stakeholders
- Respects the unique contribution of every individual and works positively in a diverse environment
- The ability to focus on impact and deliver outstanding results
- Ability to solve problems and use a creative approach to overcoming issues and challenges, and able to encourage others to do the same
- Comfortable working in a changing environment and adapting plans and activities as new opportunities emerge
- A sophisticated understanding of volunteers and volunteering, and how to successfully work alongside a diverse volunteer network
- Excellent interpersonal skills and able to work alongside a diverse range of stakeholders and build effective working relationships
- A strategic thinker who can balance conflicting priorities and operational demands whilst anticipating opportunities and obstacles

- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences
- Able to provide timely and accurate information on activities and plans
- Excellent organisational and workload management skills, and the ability to develop and implement business plans
- Good IT skills, including the use of Microsoft Office, and the proven ability to gain competence in new systems and tools
- Full driving license

Employment terms

Grade: Band E, Level 2

Signed by post holder

Date

Signed by Executive Director

Date



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>

Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	Together
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	Bold Together
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p>	Bold Expert Ambitious

	As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.	Together
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	Bold Ambitious