



Job title: Administrative Coordinator – Reach Out Connect MS

Location: Office-based in Belfast, Northern Ireland with flexibility to work remotely

Reports to: Director for Northern Ireland

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.

Reach out Connect Project

'ROC MS' is a virtual project, developed by our community, for our community with the aim of improving the mental wellbeing and social networks of pwMS who have been identified as the 'most in need' across Northern Ireland. The project is designed so as to enable us to scale activity up or down depending on the funding secured.

The project comprises a range of livestream courses and drop in sessions ranging from 1:1 counselling, to relaxation sessions to art sessions and creative journaling courses to help people with MS come to terms with their diagnosis and harness tools to help them live well with MS. Activities will be delivered by a range of expert external practitioners, with timetabling coordinated by the postholder. During the inception period, the support team will set up the project infrastructure, and agreements with delivery partners including due diligence checks. This will enable the postholder to begin coordinating delivery from the Autumn of 2022 following their induction.

Purpose

The postholder will be responsible for liaising with delivery partners to timetable activities, and maintaining the ROC MS timetable for participants to access. They will be the first point of contact for potential participants to register, providing triage to ensure they book onto suitable project activities and receive signposting to

wider MS Society services.

IT savvy and able to work on their own initiative, the postholder will ensure our project maintains well managed processes and will maintain accurate records of project progress against targets. The postholder will act as main point of contact for external enquiries as well as internal staff, including communications staff with responsibility for promotion of activities on social media. They will work to ensure the successful delivery of the project plan and the achievement of a range of positive outcomes for people living with MS.

To contribute to the overall implementation of the [xxx insert name] team's objectives.

Key relationships:

Internal

The post holder works closely with:

- People affected by Multiple Sclerosis as participants
- Local group volunteers to help promote project activities
- NI community development team
- NI Director & wider NI staff team
- Staff involved with digital activity delivery

External

The post holder works closely with:

- Members of the public, e.g. making enquiries about the project
- External professionals working with our community to help recruit participants
- Project delivery partners and service providers

Key accountabilities:

Our Administrative Coordinator will support delivery of our Northern Ireland strategy to deliver our strategic goals by:

- 1. Business plan implementation**
- 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

Business plan implementation

- Planning work to ensure we meet our deadlines.
- Focussing work to deliver the team's business plan and contribute to the achievement of our strategic aims and priorities.
- Contributing to a clear focus on driving improvements in quality, impact and performance.
- Timetable activities working with delivery partners and the community development team, refreshing timetables at least quarterly for the quarter ahead
- Facilitate participants to register onto the project, ensuring they complete all necessary consent, demographic and other project forms
- Provide triage support for participants to guide them to project activities, and wider activities delivered by the MS Society
- Deal with enquiries from all project stakeholders
- Promotion of activities, including on social media

Team work

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

Monitoring and reporting on performance

- Maintain accurate records on activities progressed, attendance, outputs and outcome data; entering data into the KPI reports and spend tracker in line with project protocols

- Monitor performance data against project targets including key milestones, problem solve and escalate any issues in a timely and effective manner.
- Support reporting to donors and internal managers by collating and analysing data, gathering information from delivery partners and collating feedback from service users.

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.
- To undertake any other works as could be expected of an Administrative Coordinator.

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

Essential

- GCSE English and Maths/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- Evidence of continuous professional development.

Experience

Essential

- Experience of working in an office environment in a similar role.
- Experience of co-ordinating activities

Desirable

- Project experience in the voluntary sector
- Experience of working in the voluntary sector
- Experience of working with service users and service providers

Knowledge and skills

Essential

- Understanding the importance of Data Protection

- Demonstrable commitment to team working
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Good organisational and workload management skills
- Excellent IT skills, use of Zoom, Eventbrite, databases, spreadsheets and email.
- Good understanding of social media

Employment terms

This is a Department of Health funded position which is subject to verification by the donor which includes sharing of project salary details with Community Foundation NI for audit purposes.

This project is one of several similar initiatives across the UK, a review may take place of line management arrangements during the post holder's duration of the project.

Grade: C1

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</p>	<p>Ambitious</p> <p>Expert</p>

	decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.	
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> <p>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.</p>	Bold Expert Ambitious 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