Job title: **Project Assistant – Services and Support (Scotland)**

Location: **Scotland Office, Ratho**

Reports to: **Head of Services and Support (Scotland)**

Introduction to multiple sclerosis and the MS Society

Over 100,000 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

This role will:

- Assist the Services and Support team in the delivery of key projects

- Support our approach to communicating with Local Network volunteers.

- Assist the team in the Services and Support Scotland team in the overall implementation of the Scotland and Services and Support Strategy

- Contribute to the implementation of the Service and Support Scotland's team's objectives.

Key relationships:

Internal
The post holder works closely with the Head of Services and Support, local networks and service teams within Scotland, as well as the Director of Scotland and other Heads of Services.
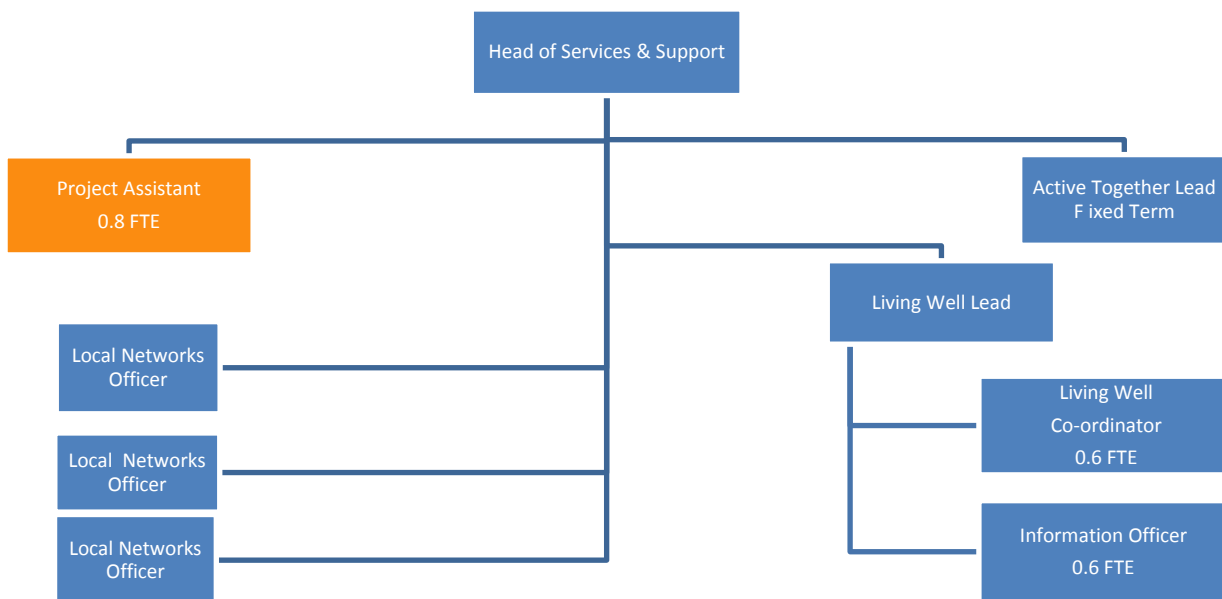
The post holder will also work with related teams across the organisation.

The post holder will occasionally work directly with senior volunteers in our local groups.

External

None expected

Organisational Chart

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                    ┌──────────────────────────┐
                    │ Head of Services & Support│
                    └──────────────────────────┘
         ┌─────────────────────┼──────────────────────────────┐
┌──────────────────┐                              ┌──────────────────────┐
│ Project Assistant│                              │ Active Together Lead  │
│     0.8 FTE      │                              │     Fixed Term        │
└──────────────────┘                              └──────────────────────┘
                                      ┌─────────────────────┐
                                      │  Living Well Lead   │
                                      └─────────────────────┘
  ┌──────────────────┐                          ┌──────────────────────┐
  │ Local Networks   │                          │    Living Well        │
  │    Officer       │                          │   Co-ordinator        │
  └──────────────────┘                          │      0.6 FTE          │
  ┌──────────────────┐                          └──────────────────────┘
  │ Local  Networks  │                          ┌──────────────────────┐
  │    Officer       │                          │ Information Officer   │
  └──────────────────┘                          │      0.6 FTE          │
  ┌──────────────────┐                          └──────────────────────┘
  │ Local Networks   │
  │    Officer       │
  └──────────────────┘
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Key accountabilities:
Our Services and Support Project Assistant will support the delivery of our Services and Support strategy to deliver our strategic goals by:

1. Business plan implementation
1a Providing project support
1b Supporting our approach to communicating with our local group volunteers

1c. Supporting and improving working practices across the Services and Support team.

   2. Supporting the Head of Services and Support (Scotland)
   3. Team work
   4. 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 stopped 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 stopping 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   70%
- Planning work to ensure we meet our deadlines.
- Focusing 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.

1a Project Support (30%)
- Assist with projects and pieces of work as directed by the Head of Services and Support (Scotland).
- Assist the Services and Support (Scotland) team to maintain the pace of projects, highlighting milestones to help ensure delivery to deadlines.
- Provide support in meeting the requirements of key projects including reporting, planning meetings, following up with actions and managing team and project documentation.
- Assist in identifying, and escalate issues or risks within projects or areas of work that may impact the planned outcomes.
- Ensure the lessons learned and any recommended follow-up actions are recognised and reported.

1b Supporting our approach to communicating with our local group volunteers (20%)
- Assist in identifying, collecting, prioritising and sharing communications relevant to our Local Network volunteers, writing and editing copy as required.
- Assist local groups to promote their activities and services via the Volunteer Portal and Website.
- Work with the Local Networks team across Scotland to identify local good news stories and good practice for inclusion in relevant internal and external communications
- Provide support to internally promote the work of our local staff and local groups.

1c Maintain and improve working practices across Scotland's Services and Support team (20%)
- Co-ordinate meetings, training and other events as required.
- Ensure processes and information used across the team is consistent, up to date, accurate and easily retrievable.
- Maintain the volunteer recruitment database for the Services and Support team in Scotland and act as the first point of contact for volunteer recruitment activity.
- Maintain relevant databases e.g: Raisers' Edge.
- To be the key point of contact for the Scotland Admin team to ensure that Services and Support tasks are scheduled and managed within the required deadlines.
- Provide general administrative support to the team as needed.

2. Support to the Head of Services and Support 20%
- Provide administrative support to the Head of Services and Support as required, for example, planning work, helping to design and implement new systems and ways of working, recording and progressing actions from meetings, collating feedback and updates from stakeholders.
- Progress and support additional tasks as required by the Head of Services and Support.

3. Team work 5%
- Contribute to the work of the broader team.
- Developing and maintaining effective working relationships across the department, other directorates and organisation as a whole.

4. 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 outcomes 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.
- To undertake any other works as could be expected of a Project Assistant.

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 providing support on projects.
- Experience of successfully working on multiple projects or pieces of work at same time.
- Experience of developing and maintaining information and guidance resources, including intranet and internet resources and newsletters.
- Experience of working to and reporting against team plans.

Desirable
- Experience of working with volunteers

Knowledge and skills
Essential
- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of audiences.
- Good organisational, administration and workload management skills.
- Excellent IT skills, and proficient in using databases and web based systems

Employment terms

Grade: Band D, Level 1

Signed by post holder   **Date**

Signed by Executive Director   **Date**