



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

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| Post title | Events & Communications Support Officer |
| Salary range | £18,470 – £23,087 per annum pro rata |
| Hours of work | Full time – 35 hours per week (some evening and weekend work is required). |
| Contract | Fixed-Term 12-month contract in first instance. Continuation beyond this date dependent on confirmation of funding. |
| Area | National Office/Glasgow |
| Base location | Flexible – home based in the first instance due to Covid-19 |
| Responsible to | Communications & Public Affairs Coordinator |
| Last update | January 2022 |

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our mission is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland and we currently have over 3000 members.

At the heart of Who Cares? Scotland's work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden understanding and challenge stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of The Promise and secure positive change.

Purpose of the post

The Events & Communications Support Officer will be responsible for supporting the delivery of events, with an internal and external focus, across the organisation. The events we deliver are an important component of our 'participation and belonging' offer to Care Experienced people and are crucial in our attempts to build community and influence those in power. Covid-19 has impacted on our ability to deliver in-person, engaging events, and this role will be crucial in helping us to rebuild this offer with creativity, organisation, and flexibility.

Additionally, this role will contribute to the development of our national membership offer by ensuring it remains appealing and relevant to our current members and any potential new members. While the membership offer is an organisation-wide responsibility, this role will be key in delivering consistent, creative communications to our members, keeping them informed of opportunities and developments both within the organisation and the external world.

The post holder will be a member of the Communications & Public Affairs Team, which is responsible for managing the organisation's communication platforms and resources, and Who Cares? Scotland's media outputs. You will work alongside teams and staff across the organisation and support all different aspects of Who Cares? Scotland's work. You will work particularly closely with the Business Support Officer around event planning and communications to members.

Main duties and responsibilities

Events

- Provide planning and delivery support to event leads from across the organisation.
- Provide support to the planning of events by contributing to event project plans and risk assessments.
- Support pre-event planning processes including managing registration processes, liaising with external partners, venue booking, accommodation arrangements, catering, transportation, etc.
- Support the wider organisation to feel knowledgeable and comfortable with the event through the creation of event briefings and facilitator guides.
- Support event attendees to feel informed about the event through the creation of attendee information, agendas and where relevant, gathering consent.
- Support the wider Communications and Public Affairs team in all stages of event communication including promotion, information and evaluation.
- Provide on-the-day support for event logistics including set up and end of event 'take down', or digital alternatives.
- Liaising with the Evidence and Impact team to ensure effective evaluation of all events.
- Creating and facilitating Care Experienced member led event planning groups for certain events.
- Keep the Events & Opportunities section of the Who Cares? Scotland website updated.

Membership communication

- Ensure quality and relevance of Welcome Pack materials for members in varying age groups and ensure stocks are replenished on a regular basis.

- To continue to develop the recognition and rewards for members by collating internal and external opportunities for members and planning how best to share them using our range of platforms.
- Work collaboratively with Policy & Participation Team and local teams to ensure that members across the country are aware of what our participation opportunities are.
- Work collaboratively with local operational teams to ensure that members across the country are aware of what our advocacy offer is.
- Keep the Membership Hub section of the Who Cares? Scotland website up to date.
- Create content for our quarterly membership magazines – SpeakOut and SpeakOut Junior.
- Support the creation of membership materials, such as a Membership Brochure and Members' Handbook.
- Support the Communications & Public Affairs team to showcase contributions from members.
- Identify platforms across Scotland through which to showcase and promote the membership programme, which will aim at generating new members and informing stakeholders on the benefit of the programme.

Other

- Organisational support for the sourcing, designing, ordering and delivery of branded materials such as pens, wristbands, badges, stickers, banners, and t-shirts as well as posters, leaflets and booklets.
- Provide additional support to the Communications & Public Affairs Team as required.
- Carry out any other duties commensurate with the post as agreed with the Communications & Public Affairs Coordinator.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures, and promoting values at all times.

Key Relationships

The post holder will have key contacts with:

- People with experience of care
- Corporate Parents
- Public Bodies
- Academics
- Third Sector agencies and forums
- Who Cares? Scotland colleagues
- Scottish Government
- Appropriate funding bodies.

Working environment

The location of the postholder is flexible. Evening and weekend work, including occasional overnight stays, is a requirement of the role.

The postholder will be based mainly from home in the first instance due to the restrictions in place for Covid-19.

Attitudes and values

Commitment to:

- Child and Human rights.
- Working inclusively with an understanding of equal opportunities practices.
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people of all ages, empowering them to make decisions about their own lives.
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for Care Experienced people

Essential knowledge, skills and experience

The post holder must highly organised, have an attention to detail and have excellent verbal and written communication skills. They must be trustworthy and reliable, with a willingness to learn.

Essential

- Strong IT skills and a working knowledge of Microsoft Office packages.
- Excellent organisational and administrative skills.
- Have a positive attitude to learning new skills.
- Be able to work as part of a team and on your own initiative.
- Be able to manage your time and workload effectively to meet deadlines.
- Be comfortable talking to a wide range of people and communicating by phone, email and in person.
- Be able to form positive relationships with young people and colleagues.
- Have a passion for ensuring Care Experienced people receive a lifetime of equality, respect and love.

Desirable

- An events qualification or previous experience of working in an events role.
- Creative digital skills, including the ability to lead on the design and delivery of content creation and other creative media.

We welcome and encourage applications from those with experience of care.