



**Job title:** **Community Development Officer**

**Location:** **Home-based within Scotland**

**Reports to:** **Country Director for Scotland**

### **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 work in partnership with the local community 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.

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

To ensure the MS community is at the forefront of change within society and the wider MS sector, including by working with local professionals to improve services in their area.

To support the MS community in using the skills, knowledge and experience they have as individuals to inspire and motivate others through sharing experiences and information.

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

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 people with MS to campaign in their local areas on the issues that matter to them.

To contribute to the overall implementation of the Community Networks and nation team objectives.

### **Key relationships:**

#### Internal

The post holder works closely with:

The MS Society team in the nation

Other teams in the Community Networks team.

The Volunteering Team

Volunteers/Groups.

Health and Safety.

Other departments relevant to their work such as the Fundraising team, Policy team, Campaigns team, Stakeholder Engagement 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 Community 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 national plan**

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

##### **1c Help the local MS community engage with the MS Society in ways that meet their needs.**

##### **1d Support the planning and organisation of events that engage the professional community and decision makers on matters of concern to people living with MS in the nation.**

- 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**
- 2. 1f Undertaking other activities that will help grow the MS Society's visibility and reach in your region as agreed with your line managerTeam 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 national 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 nation.

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

- Working alongside our groups and all of the community and supporters 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 Help the local MS community engage with the MS Society in ways that meet their needs (20%)**

- engaging the community in co-producing local campaigns and supporting the PPCM on nation specific campaigning activity.
- Support the co-design and delivery of events that meet local need, both face-to-face or online
- 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

**1d Support the planning and organisation of events that engage the professional community and decision makers on matters of concern to people living with MS in the nation. (10%)**

- Work with the Stakeholder Engagement team and the wider nation team to organise and facilitate professional forum meetings ensuring people with MS are fully involved.
- Support local professionals to improve local services in the nation.

**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 nation 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.
- 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 behavior, 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
- Ability and willingness to travel throughout the nation.

## **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>

<b>Collaborative working</b>	<p><b>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</b></p> <p><b>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.</b></p>	<b>Together</b>
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>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.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>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.</b></p>	<b>Bold</b>  <b>Together</b>
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>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.</b></p>	<b>Together</b>
<b>Accountability</b>	<p><b>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.</b></p>	<b>Bold</b> <b>Expert</b> <b>Ambitious</b>



	<b>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.</b>	<b>Together</b>
<b>Tech Savvy</b>	<b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b>  <b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b>	<b>Bold</b>  <b>Ambitious</b>