

Introduction

Thank you for your interest in Nutrition and Diet Resources UK (NDR-UK) and the opportunity to join our small well-established team dedicated to creating and providing excellence in patient care.

About NDR-UK

NDR-UK develops and distributes high-quality nutrition and diet resources and advice, which supports the prevention, treatment and/or management of disease. We work with dietitians and other healthcare professionals to achieve our mission and realise our vision through the four complementary workstreams described below.



Background

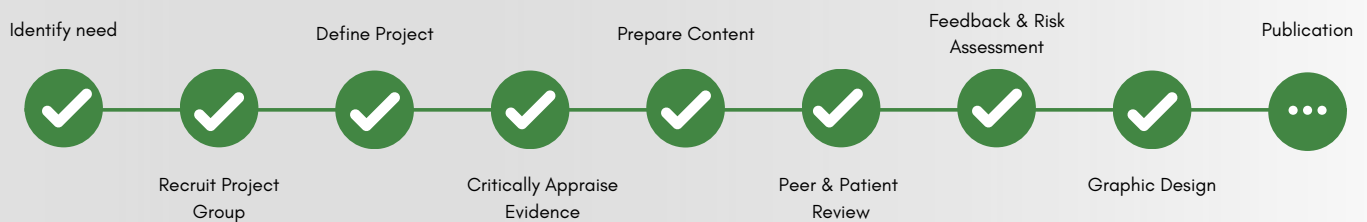
Our roots trace back 40 years, when dietetic leaders in Scotland wanted to share expertise, reduce duplication and ensure consistency between health services' dietary advice. Starting informally, locally developed 'diet-sheets' were made available for distribution across the country to increase access to specialist advice and improve economies of scale. This concept demonstrated both efficacy and efficiency, helping to secure funding to set up the Scottish Nutrition and Diet Resources Initiative (SNDRi) within Glasgow Caledonian University in 2001.

With growing success and use throughout the UK, NDR-UK was established as an independent company and registered charity a decade later. It was tasked with taking forward the work of SNDRi as a social enterprise. Now, over 90% of our income comes from trading; we have a loyal base of repeat customers, and a growing range of partners who recognise the quality of the processes we employ and the outcomes we achieve.

Principles & Process

The same principles and commitment to robust process that applied in the early days continue today:

- Information is based on evidence and clinical practice, and made accessible for patients
- Written by experts: dietitians and other health professionals
- Regularly reviewed and updated to remain current, relevant and accurate
- Sharing expertise to avoid duplication of effort
- High-quality presentation to aid understanding, engagement and adherence to guidance



Challenges

- Maintaining our profile and brand/product awareness to extend the customer base.
- Competing in a crowded marketplace, including free information sources.
- Expanding our income streams to build sustainability.
- Responding to development opportunities within a limited staff resource.

Working for NDR-UK

With a small staff team of 4 employees, a governing board of 8 trustees and a network of trusted contractors and stakeholders, everyone's contribution is important and valued. Combining strong individual work ethics, a great team spirit has created a positive, supportive environment to achieve the best outcomes for the business and its staff. It is a friendly place to work, which allows everyone to focus on their personal objectives towards collective success.

Development Officer

Our new Development Officer will play an essential role in delivering key strategic priorities to meet the needs of healthcare professionals.

Reporting to the Chief Executive and working closely with the Development Manager, the role is to support the development and delivery of organisational vision, strategic aims, and business plan objectives for product development, review and promotion.

Responsibilities

- Support the Development Manager to plan, develop, review and manage NDR-UK's portfolio of printed and online nutrition and diet resources.
 - Engage with partners, commissioners and the dietetic community to recruit and facilitate project groups to develop, review and update patient information resources and related teaching materials.
 - Apply and develop NDR-UK's information production process to maintain quality assurance and related industry standards.
- Network, build relationships, engage and consult with customers, stakeholders and groups with shared interest in developing, delivering and disseminating patient education materials.
- Support development and delivery of marketing plans, including:
 - Develop, update and upload content to NDR-UK's website.
 - Prepare and disseminate content for mailshots, social media and related marketing and engagement activities.
 - Attend meetings and marketing/networking events as a speaker, exhibitor and/or delegate to represent NDR-UK, liaise and consult with relevant groups and networks.
- Support the Chief Executive to develop, enhance and expand digital services.
- Follow NDR-UK's policies and procedures through all aspects of project work, customer service, sales, admin etc.
- Support NDR-UK's customer service and order fulfilment as required.
- Undertake other tasks as directed by the Development Manager or Chief Executive.
- Support colleagues as needed within the small team.

Person Specification

We are seeking a candidate with the following qualifications, skills and experience.

- Degree or equivalent experience in health-related, education or communication sciences. (E)
- Excellent written and verbal communication skills. (E)
- Experience of planning and delivering own work programme. (E)
- Ability to effectively build and maintain relationships with range of stakeholders. (E)
- Experience of website administration and creating engaging content. (D)
- Positive attitude and manner for dealing with customer queries and issues. (E)
- Existing networks with stakeholders and organisations relevant to NDR-UK. (D)
- Experience of developing and delivering effective marketing within public/health sectors. (D)
- Use of design, communication and social media platforms to effectively create and disseminate messages to stakeholders e.g. Canva, Mailchimp. (D)
- Photography and/or videography skills. (D)

E = Essential D = Desirable

Employment Benefits

Contract: Full-time permanent contract, 35 hours per week

Salary: £30,000

Annual Leave: 28 days (including 8 public holidays)

rising by 1 extra day per year to a maximum of 33 days annually

Pension: Salary sacrifice scheme with Employer contribution of 4% (requires 5% Employee contribution)

Location: Office base in Glasgow city centre, with some flexibility for partial home working.

Probationary period: 6 months

Apply

To apply, please download, complete and submit an application form from our [website](http://www.ndr-uk.org/about-us/recruitment) (www.ndr-uk.org/about-us/recruitment) by **30 September 2024**.

Interviews will be held in Glasgow on **8 October** (remote interviews will be available on request).

For more information and an informal discussion about the role and the organisation, please contact Kirsty Rice, on 0141 202 0690 or via email kirsty.rice@ndr-uk.org.

Notes:

- Unfortunately, we are not able to meet any claims for travel or subsistence costs arising from attending at interview.
- Candidates called for interview will be asked to bring interview evidence of eligibility to work in the UK and original documentation of any relevant qualifications.
Relevant details are shown at www.listers.co.uk/Careers/Proof