

## Everything you need to know about being our Community Support Officer (Scotland)

You'll provide high quality support to the communities of people affected by Parkinson's in Scotland.

As members of the Community Directorate we aim to reach out to and support people with Parkinson's, their families, friends and carers. We enable the voice of people affected by Parkinson's to be heard to improve services, inform our priorities and improve decision making locally.

Through community development we work in close collaboration with our respective Parkinson's communities to bring change on the issues that matter most to people affected by Parkinson's - whether directly or with their friends, family and carers.

### What you'll do

- Provide first point of contact for new people affected by Parkinson's wanting to engage with our community facing work in Scotland
- Organise online and in-person, internal and external meetings and events, including booking venues and refreshments, assisting with the production of materials, fulfilling mailings and taking bookings for our community development work across Scotland
- Support the development of new activities with our community both locally and nationally in Scotland, by establishing contact with other organisations and individuals in Scotland
- Promote and market activities in local areas to ensure our community are aware of all the offers available to support them
- Engage directly and attend meetings of groups, branches, cafes, physical activity programmes in Scotland to ensure they are delivered effectively and we meet the needs of those people delivering and attending them
- Support our volunteer community in their use of Basecamp, Assemble and other methods enabling them to share information with each other and the wider charity
- Develop efficient processes and systems that support the running of all of our community-facing work in Scotland
- Participate in working groups, meetings, local events or activities as required

### What you'll bring

- Excellent communication and interpersonal skills with the ability to influence and negotiate when required at all levels internally and externally **(A,I)**
- Ability to work co-productively with people living with Parkinson's and those affected by it **(I)**
- Excellent administration and support skills, including note-taking, presentation preparation and a positive, assertive and resilient approach to prioritising and juggling varying pressures and conflicting priorities **(A,I)**
- Experience in coordinating multiple projects simultaneously that meet business requirements **(A,I)**
- Experience of developing and maintaining effective working relationships with all stakeholders **(A)**
- Experience of operating in a modern digital workplace, including using digital tools to work collaboratively and productively **(A,I)**
- Experiencing of managing data, records and details of programmes, projects and events and keeping these accurate and up to date **(A,I)**
- Proven ability to maintain confidentiality and discretion **(A,I)**
- Ability to work flexibly and from home with some travel and the occasional overnight stay **(A,I)**

*(A) indicates that this criteria will be assessed at the Application stage*

*(T) indicates that this criteria will be assessed by a Test (or presentation)*

*(I) indicates that this criteria will be assessed at the Interview stage*

*A combination indicates that this criteria will be assessed at multiple stages of the process*

## A bit more about the role

You'll report to the **Area Development Manager - Scotland**

Your contract will be **permanent**.

Your hours will be **28 to 35 hours per week**.

You'll be based **home based and live in Scotland, with occasional travel to London and across Scotland**.

You'll be paid **£28,381.50**.

Your main relationships will be with:

- **Scotland Team**
- **Community Directorate**
- **People affected by Parkinson's (both diagnosed but also friends family and carers)**
- **IT team**
- **Facilities Team**
- **Professionals within the health and social care sectors in Scotland**
- **General public**

## Be part of the **Community** directorate

How can we offer better support, every day? Our Community team leads our work supporting people with Parkinson's, their families and carers.

Our priorities are set through feedback from people affected by Parkinson's. We make sure that everyone has access to the best care and support from health services and from us. Especially when things get more complex. We can't do this alone. We work in partnership with networks of supporters, including over 3000 people in our local groups.

To deliver better support, we also lead on policy, campaigning, service improvement, professional engagement, education and strategic intelligence. We make sure that the voices of people affected by Parkinson's are heard by the right people, in the right places, at the right times.

## What we offer

**Our UK Office** - Take advantage of our UK office based in London which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

**Flexi-time** – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

**Annual and Christmas leave** – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

**Interest-free season ticket loan** – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post

**Pension** – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 3% - so if you contribute 2%, we'll contribute 4% etc.

**Interest-free educational loan** – This is our commitment to invest and support employees with continued learning.

**Death in service cover** – From your first day of service, we'll pay four times your salary, if you're aged between 16 and 70.

**Ride2work programme** – This is another scheme that enables employees to get tax incentives from cycling to work.

**Employee assistance programme** – A free and confidential service which ranges from emotional support to financial advice.

**Learning and development** – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

**Maternity, adoption and shared parental pay** – we offer an enhanced arrangement on the statutory entitlement. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

**Paternity pay** – we offer up to 2 weeks full pay dependent on your qualifying service.

**Family leave** – these policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments

## What we do and how we do it

### Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

### Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

### Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.