

Helpline Service Manager Job Description

Reports to: Charity Director

Managerial Accountability: Volunteer management

Location: Remote (with occasional in-person meetings required)

Day rate: Competitive consulting day rate equivalent of £27,000 per annum pro rata

Working hours: 2 days per week (Hours to be agreed to meet service needs)

Contract type: Contractual fixed-term consultancy for one year, with the possibility to extend as an employed role. This post is funded through The National Lottery Community Fund.

Closing date: TBA

Purpose of the role: The Helpline Service Manager will work alongside the Charity Director planning, delivering, and evaluating a helpline to drive forward the vision of Myelopathy.org, supporting and reaching out to the worldwide myelopathy community.

Are you passionate about making a difference in the lives of people? Join Myelopathy.org as a Helpline Service Manager and lead the launch of our groundbreaking pilot helpline service – the first of its kind in the UK. Funded by The National Lottery Community Fund for one year, you'll play a pivotal role in planning, delivering, and evaluating the charity's ambitious new pilot helpline service. This is a unique opportunity for an ambitious and diligent person to be at the forefront of a life-changing initiative. Working alongside a dedicated team to drive forward our mission and make a real impact in the Degenerative Cervical Myelopathy (DCM) community, you will be involved with a great charity team in a position where they will be able to help establish a new service that will greatly help many people across England.

Job Overview:

The Helpline Service Manager will:

- 1. Manage the planning, delivery, and evaluation of a new pilot helpline in line with strategic and operational objectives.**
- 2. Work to develop and maintain effective working relationships with internal and external stakeholders.**
- 3. Recruit, train, and manage a team of volunteers.**
- 4. Work within a quality assurance framework.**
- 5. Play an active part in taking forward the helpline project strategy, vision, and values.**

The role:

We are looking for a Helpline Service Manager to play a crucial role in managing and overseeing the project plan that will enable us to set up and establish the helpline, and to have the foundations in place to enable the day to day running of this helpline.

Responsibilities and Duties:

1. Manage the planning, delivery, and evaluation of a new helpline in line with strategic and operational objectives.

- To work as part of the project team to identify and scope project plans, maintain project documents, and complete regular reporting to the project owner.
- To work in co-production with stakeholders, both internal and external, to Myelopathy.org to ensure service delivery is in line with the needs of the service users and staff.
- To manage the day-to-day management of a helpline, including managing enquiries received over the phone, email, or online.
- Create and maintain resources to support both volunteers and service users, including a frequently asked questions database.
- Manage the use of a CRM system to record conversations and actions.
- Required to maintain detailed records of helpline activities, including call logs, enquiries and outcomes. Analysing call data to identify patterns, emerging needs, and opportunities for service enhancement.

- Expected to prepare regular reports on helpline metrics, trends, and achievements for internal review and external stakeholders.
- Actively contribute to advancing the helpline project by identifying new, aligned initiatives and staying informed on developments in DCM research and policy to enhance service delivery

2. Work to develop and maintain effective working relationships with internal and external stakeholders.

- Responsible for establishing and maintaining relationships between key stakeholders to ensure ongoing support and cooperation to meet the service delivery plan in line with the organisational objectives.

3. Recruit, train, and manage a team of volunteers.

- You will need to recruit, train, and supervise a group of volunteers to assist with the helpline.
- Responsible for scheduling the shifts of these volunteers, ensuring that there is availability during operating hours.
- Responsible for supporting and guiding these volunteers, fostering a positive work environment and culture.

4. Work within a quality assurance framework.

- Working alongside the project team to create a quality framework to ensure a high-quality telephone service is delivered with a consistent approach to expected standards.
- Responsible for monitoring and evaluation of performance and quality of calls with all volunteers as part of regular supervisions, raising any areas of development and acting on any training requirements.
- Implementing a feedback system to gather feedback from service users so that the helpline is continuously providing a high-quality service and meeting the needs of the service user.
- Writing a report at the end of the helpline project

Employees must be flexible and may occasionally perform additional duties to ensure the charity's efficient operation. The job description is subject to review and may change, and the postholder must integrate safeguarding into their work while complying with charity law and GDPR.

Person specification

Education:

- Degree level education or equivalent relevant development/experience.
- Professional qualification in project management is desirable but not essential.

Skills and Experience:

- Experience in mobilising and developing high-quality large services.
- Experience managing or working in a helpline service (desirable but not essential).
- Proven track record in project coordination, from development to evaluation.
- Strong verbal and written communication skills, with the ability to engage diverse audiences.
- Proficient in IT, including Microsoft Office tools.
- Exceptional organisational skills, with the ability to prioritise tasks and meet deadlines.
- Demonstrated ability to manage projects from start to finish.
- Excellent people management and customer service skills.

Personal Qualities:

- A driven, flexible and resourceful individual, committed to driving change and eager to make an impact. Myelopathy.org is passionate about improving care for people with DCM, and we want someone who can help add to this passion and inspire the volunteers they work with.
- A strong team player who can inspire volunteers and embody the values of Myelopathy.org. This may be the first contact that many people with DCM have with the charity, therefore it's important that you and as a result the helpline reflect the values of the charity.
- Experience working with vulnerable people is beneficial but not essential

Equal Opportunities:

We welcome applications from all suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic, or social origin, colour, religion, belief, or sexual orientation. In addition, during the various stages of

recruitment, specific measures can be taken to ensure equal opportunities for candidates with disabilities or special needs.

This is an incredibly exciting time at Myelopathy.org, and we want you to be part of it! As a small charity, your role will have a direct impact, and you'll see firsthand the difference you're making in people's lives. Enjoy the flexibility of a remote role within a supportive and accommodating work environment, where we always go the extra mile for those that work with us.

This is a dynamic and fulfilling role where you can make a tangible difference. You don't have to have experience working in helplines or in the sector; the right candidate will be excellent at project management and fulfil the main criteria.

If you're ready to take on this challenge and help shape the future of our helpline service, we'd love to hear from you! Apply now by sending your CV along with a detailed supporting statement that highlights how you meet the criteria outlined in the job description and person specification. Email your documents to zahabiya@myelopathy.org with Helpline Service Manager in the subject line.

