

Job description

Title: Support Officer
Organisation: Bliss, the premature and sick baby charity
Location: Hybrid (with minimum 2 days in Bliss Head Office, London SE1)
Salary: £27,050 FTE
Terms: 24 hours a week, FTC until end date of 31st March 2025

Role description

Main purpose of the role

As a Support Officer you will play a vital role in ensuring that every family of a baby born sick or premature can access impactful and personalised support, at their time of need.

You will:

- Support families with babies born premature or sick through emotional support, practical information and signposting
- Be a core member of the team that manages the volunteer program of Bliss champions at the cotside and online.
- Contribute to the improvement and development of services with a particular focus on digital support

About the team and department

This post sits in the Information and Support Team, within the Services directorate. The purpose of the Information & Support team is to help ensure babies born premature or sick have well-supported families playing an active role in their decision-making and care. We do this by helping make sure parents and carers are more confident in their roles, better informed about neonatal care, better connected to the support they need, and more involved in the care their baby receives.

We currently provide support at the cotside and online via volunteer Bliss champions on neonatal units. We also support families via email, social media, peer support through closed Facebook group and through information on our website both digitally and in print. We're ambitious with our plans to continue to expand our services, to engage increasingly diverse communities and more families affected by health inequalities.

Reporting structure

This post works alongside other Support Officer(s) and Bliss Scotland Support Officer(s) and reports to (one of) the Senior Support Officer(s).

Key responsibilities

- To provide families who engage with our services with high quality emotional support, practical support and information.
- To facilitate the recruitment, training and ongoing support of Bliss Champion volunteers.
- To support the growth of digital support across Bliss social media channels.
- To produce and schedule digital content appropriate for offering support to a neonatal audience.

- To be intentional about offering equitable care to all our service users especially to those affected by health inequalities.
- To work within project groups across Bliss to improve, develop and diversify services.
- To work with the wider services team, to monitor and evaluate service delivery and impact, ensuring continuous improvement and development.
- To support the involvement of Bliss service users in the development of our services.
- To help ensure that Bliss support services for families are delivered in line with Safeguarding and Data Protection & Confidentiality policies.
- To perform any other duties as may be reasonably requested.

Person Specification

The following are essential:

- Experience of supporting people with emotional and/or practical support needs, ideally a blend of face to face and digital
- Strong people and communication skills, including the ability to support people in distress.
- Experience of digital support content creation
- Skills for leading projects, ideally in support services
- Ability to work within a team with flexible schedules and remote locations, internally and externally.
- Understanding of service-user involvement and its importance in improving services.
- Understanding of equity, diversity and inclusion and health inequality.
- Understanding of safeguarding young people and adults at risk of harm.
- Organised, with the ability to prioritise and meet deadlines.
- Good attention to detail, IT and written skills

The following are desirable:

- Experience of managing or working with volunteer programs
- Understanding of how to monitor and evaluate the impact of support.
- Experience of social media scheduling, editing and copy writing.
- Understanding of the UK health system and the family support environment.

Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to work outside office hours and weekends on occasions
- Willingness to undertake further training as and when required

Health and Safety and codes of conduct

- To carry out all work in accordance with Bliss' site health and safety policy
- To adhere to Bliss' Equal Opportunities and Diversity Policies at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with the GDPR and Bliss' Data Protection Policy
- To adhere to Bliss' User Involvement policy and practice and to work closely with a range of stakeholders and users of services to best design, support and evaluate our activities.
- To undertake duties in line with the Institute of Fundraising, the Fundraising Regulator and other relevant codes of conduct.
- All employees must have a right to work in the UK.

About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit bliss.org.uk

Why Work for Bliss

If you work for Bliss, you'll be part of a passionate, hardworking team who are making a real difference to the lives of babies born premature or sick.

Bliss has around 40 staff, most of whom are based in our lovely London Bridge office, with a small number of remote staff based in Scotland. All of our staff work **flexibly**, with everyone able to choose when to work their hours between 7am – 7pm Monday to Friday (working days are up to 8hrs long). This means we can provide lots of options for flexible working, such as annualised or compressed hours, as well as offering roles on a job-share basis.

We really value in-person interactions, so **hybrid working** means staff work in the office for two days per week but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly over the summer and are also able to choose two weeks per year when they work fully remotely, if they would like to.

We are an equal opportunities employer and take pride in our **inclusive** work culture. We are committed to being inclusive in our recruitment practices and in our ways of working to ensure we recruit and retain a diverse workforce. Having a **diverse** workforce is important to us, to ensure we can best represent and serve all babies born premature and sick every year. We recognise that babies born into families already facing health inequalities may need more, or different, support in order to have the best chance of survival and quality of life so there is a particular focus in our **strategy** on driving for equity in neonatal care. We are determined to become even more inclusive and diverse in the future.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2023 we asked staff what makes Bliss unique to work for, and staff said: *"the supportive culture, people care about their work and genuinely want to do their best"* and *"we seem to have a great skill in employing lovely ambitious people. I think it's rare to work somewhere with such a friendly and supportive culture where people genuinely care and go out of their way to collaborate and to support one another"*. **95% of staff said that Bliss was a good place to work and 95% said Bliss has an inclusive environment where all staff are welcomed, valued, and respected.**

Working at Bliss also means you'll leave work every day knowing that you **make a difference**. We take opportunities to share each other's successes, and we are totally focussed on understanding the needs of our beneficiaries and seeking to address them. We share our findings regularly with each other, so that we all feel **connected to the cause** and see the **direct impact** we are having.

Working for a relatively small charity, you will get a real chance to **shape the agenda** and be able to take **ownership** of a project or task. We can also provide lots of opportunity to work with different teams and on project and working groups, so **you'll never be bored!**

We understand that we all have different priorities at home and we aim to offer a mix of financial and non-financial **benefits**. Our 'better than statutory' benefits include:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free, tax-efficient season ticket and cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave.

We have a **relaxed** work-life and dress code, offer free access to an **employee assistance programme** and ensure a genuine focus on ongoing **learning and development** for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind, and enjoy **social activities** together in and outside of working hours.

We are proud to be a [London Living Wage employer](#), and have signed up to the [Show the Salary](#) pledge.

Accessibility Statement

Bliss is committed to recruiting employees who reflect the diverse community we serve. We know that in order to recruit the most talented people, we need to access a wide pool of talent, and this means being as inclusive as possible in how we recruit, support and retain our staff.

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Bliss we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role, but your past experience doesn't align perfectly with every aspect of the job description, we encourage you to apply to tell us what you can offer our organisation. You could be just the right candidate for this or other roles.

Some examples of our accessibility provisions for the recruitment process include:

- Step free access to the building, all key meeting rooms and bathrooms, and an accessible workstation
- On-site parking space for anyone with a Blue Badge
- Application pack in large / easy read format
- Additional time for interview tasks
- Private space for additional needs (e.g. prayer / breastmilk expression)
- Pre-interview meeting to talk through the role and person specification.

If you need any adjustments to enable you to access this job information, or the application process, please let us know.