

Role description

Advocacy Network Coordinator

Hours and location	Part time 0.6 FTE, with occasional meetings outside the regular 9-5.
Salary	£31,492 per annum FTE
Reports to	Reports to Advocacy Programme Lead
Benefits	30 days annual leave per annum plus bank holidays, generous workplace pension scheme with enhanced employer contribution, supportive and family- friendly approach to flexible working. Access to support for learning and development plus additional wellbeing perks

About NDTi

National Development Team for Inclusion (NDTi) has been working with communities, government, health, and social care professionals for over 30 years to ensure that people with disabilities of all ages are given choice and control over their own lives.

Our organisation exists to make change happen by celebrating what's possible, supporting changemakers and building self-determination. Our work always focuses on wider life outcomes. We want disabled and older people to enjoy the same life course and opportunities as everyone else – education, paid work, a place of their own, fulfilling personal relationships and a chance to contribute to their communities.

Our vision



At the heart of everything we do is our belief in a society where **all people**, regardless of age or disability, **are valued** and able **to live the life they choose**.

We believe that all people should have choice and control over their own lives, that their human rights be respected and that they are valued as equals. Our vision is shared by our members, our people, our partners, and the people who fund or commission our work.

About the Advocacy Programme

Our nationally recognised advocacy programme seeks to support best practice in the commissioning

and delivery of independent advocacy, so that people who draw on advocacy get the support they want and need, in the way they want and need it, when they want and need it. We do this in a variety of ways:

We do this in a range of ways:

- Through the delivery of the [Advocacy Quality Performance Mark \(QPM\)](#).
- Hosting the [Advocacy Code of Practice](#) and [Advocacy Charter](#).
- Undertaking and publishing research, [reviews](#) and evaluations into the impact and effectiveness of advocacy.
- Coproducing the development and sharing of resources that support effective commissioning and delivery of independent advocacy. For example, [these Safeguarding resources](#), these resources to support effective [outcome measures](#) within advocacy, and [this training hub](#).
- Hosting the annual [Advocacy Awareness Week](#).
- Hosting training and [best practice webinars](#) for advocates, advocacy providers, commissioners and those working alongside advocates. For example, we recently ran a session for CQC inspectors, commissioned by CQC.
- As a lead member of the [Leader's in Advocacy national network](#).
- As subject matter experts.

About the Advocacy Network Membership Body

Since March 2020 leaders in the advocacy sector have been working together and meeting every month to provide mutual support, share information that supports best practice and collaborate to address key strategic issues together. The network continues to meet and has a number of working groups that come together to focus on particular areas of interest, e.g. commissioning, regulation, operational issues.

In the last eighteen months, the advocacy sector has recognised the need to formalise the networks and have identified the need to set up a membership body that will:

- Provide an informal forum to share good practice and sector developments
- Spaces to explore operational and strategic issues impacting the delivery of independent advocacy
- Provide a high-profile identity to inform strategic development in the sector and develop a cohesive voice through broad based representation
- Be a well-recognised group to consult with and the go to group when agencies need to engage and consult with the advocacy community

NDTi have received funding to support the network to achieve this.

Purpose of the role

This is an exciting new role to both support the coordination of existing 'leaders in advocacy network' and to coordinate and lead the project developing a membership body for the group to transition to.

The postholder will work with the Advocacy Programme Lead, members of the leader's network and other key stakeholders to understand what is most needed from a membership/professional body for advocacy providers, develop and launch that offer.

Key activities

To be successful in this role, the Programme Coordinator will:

Project Coordination

- Update and deliver project plan putting in place effective project management systems and processes
- Report on progress, risk and issues and work with the Advocacy Programme Lead to address
- Work with Advocacy programme Lead to coordinate and manage the project as a whole, working with network members and other stakeholders to develop and deliver against project plan
- Proactively plan and attend network meeting programme, and task and finish groups, working with partners and stakeholders including agenda setting and note taking
- Set up and maintain a members and stakeholders contact list (CRM system)
- Provide constructive and regular communications to network members and Partner organisations
- Actively seek to improve key programme business processes, seeking innovative solutions, updating and streamlining on an ongoing basis to make them more accessible and realise efficiencies
- Ensure the safe and secure handling of personal or sensitive data, making sure arrangements are always compliant with NDTi's policies and the Data Protection Act (GDPR). Update Data Sharing Agreements with Partners and ensure the relevance and accuracy of Privacy Policies for network members. You will be the key contact for compliance and breach reporting, escalating to the nominated Data Controller where necessary
- Coordinate additional meetings and conferences as required

Relationship management and representation

- Build and maintain relationships with core advocacy leader network members
- Act as key point of contact for the project with advocacy providers and stakeholders
- Develop new relationships across the sector with leaders, policy experts and wider stakeholders

- Lead on regular communications and transparency across network
- Manage stakeholder expectations being aware of potential areas of conflict or differences in opinion
- Attend and contribute to external meetings with various partners, influencing processes, capturing and completing actions
- Create a range of documents, resources, and systems, negotiating deadlines and responsibilities.
- Work in ways that ensure the project maintains a reputation for high quality delivery and support
- Set up and manage a member's online space

Research and Feasibility

- In partnership with the advocacy Programme Lead design and carry out an options appraisal to understand and present options and associated costs and methodologies for delivery of an advocacy membership body. This will include, but not be limited to:
 - Exploring different models of membership bodies
 - Research and present different fee models
 - In partnership with the sector explore and present options for a membership offer

Organisational and other responsibilities

- Represent NDTi as required, ensuring NDTi is presented as a values-driven, innovative, and high-quality organisation that is up to date with policy and practice and delivers effectively
- Work proactively with colleagues and teams across NDTi, contributing to organisational life and actively participating in meetings and events
- Ensure all organisation systems and process requirements are followed, supporting business and financial operational management of NDTi, adhering to all aspects of the Staff Handbook and relevant policies and procedures.
- Undertake other reasonable requirements of the organisation in line with the purpose and spirit of this role description and the wider purpose of NDTi

Our Values

Our values bind us together in the pursuit of change that leads to better lives. Our values are worn on our sleeves, fiercely held, and demonstrated through our behaviours and the way in which everyone at NDTi individually and collectively operate.

As Programme Coordinator, the post holder will ensure that all activity is delivered in line with NDTi's vision and purpose and that all actions reflect the values, spirit and intent of NDTi's mission.



We drive inclusion
enabling voice and opportunity for equal lives



We are reliable
keeping our word and acting with integrity and authenticity



We are open and honest
about what needs to change and how



We act with humanity
in our work and relationships with the people we work with and for



We are curious pioneers
always looking to creatively learn and improve

Person specification

Essential (e) and desirable (d) personal attributes and core competencies for this role.

Subject knowledge and experience

- A minimum of 2 years' experience supporting complex or large-scale, multi-agency projects in the public or private sector within employment, social care, education or health (e)
- Experience of planning, developing and delivering project plans and scheduled tasks (e)
- Experience of producing a range of high-quality reports and communications (e)
- Experience of working in partnership with other organisations and parties (e)
- Awareness and working knowledge of effective programme and project management approaches, techniques and tools, including risk management, process improvement, assurance or audit (e)
- Personal experience of providing or using advocacy services giving you a unique understanding of the sector would be advantageous but not essential (d)
- It would be advantageous to come with experience and knowledge of the advocacy sector and/ or membership/professional bodies (d)

Values and behaviours

- You will share our commitment, values and belief in [NDTi's mission](#) (e)
- You will demonstrate, understand and apply our workplace values of driving inclusion, being reliable, open and honest, acting with humanity, and being curious and commit to work and act in ways that positively always reinforce NDTi's values & behaviours framework. You will challenge behaviours and attitude that serve against NDTi's values and inclusive culture (e)

Core Competencies and Personal Attributes

- Demonstrative ability to work independently using your own initiative and comfortable with lone-working (e)
- Can proactively apply initiative to solve problems and improve systems, practice and processes (e)
- Excellent planning and organisational skills with an eye for detail (e)
- Strong interpersonal and communication skills with the ability to communicate clearly in both written and verbal formats, to a wide range of people (e)
- Ability to manage own workload and prioritise tasks independently knowing when to seek help and support from others (e)
- Ability to take complex information and present in a way that everyone can engage with and understand (e)
- Work effectively as a team player (e)
- An inclusive approach to involving others in discussions and project work, respecting diverse views and perspectives, role modelling NDTi's values and behaviours, and ensuring individual needs are met (e)
- Ability to work flexibly in an everchanging landscape and anticipate subsequent risks



- Willingness and ability to build and maintain your understanding of the advocacy sector and relevant legislative framework, policy and practice (e)
- Advanced knowledge of Microsoft Office (collaboration platforms), project management software, collaborative platforms and a commitment to mastering relevant new technologies (e)