

JOB DESCRIPTION

Senior Online Communities Officer

Reporting to:	Peer Support Manager
Salary:	£33,100 (plus London Weighting if applicable)
Location:	Home based across the UK
Holiday entitlement:	27 days plus 3 discretionary days between Christmas and New Year and statutory holidays (pro-rata for part time working hours)
Terms and conditions:	Full time, 35 hours per week, 2-year fixed term contract. The post holder will be required to provide evening and weekend out-of-hours support on a rota basis, for which time off in lieu will be given in line with the charity's policy.

About Bowel Cancer UK

We're the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and health professionals about the disease and campaign for early diagnosis and access to best treatment and care. We employ around 90 staff based in England, Wales, Scotland and Northern Ireland.

Thanks to the generosity of our community, we're in the privileged position to be able to grow our staff team to deliver our ambitious five-year strategy, [On a Mission](#). There are huge challenges facing bowel cancer patients across the UK, and our community needs us now more than ever. We're building a strong and united team to bring us closer to a future where nobody dies of bowel cancer.

Job summary

Senior Online Communities Officer, April 2024

This role is part of our peer support services team and will be responsible for supporting our online peer support communities, including our forum and Facebook groups. The post holder will work directly with the Peer Support Manager and the Senior Online Communities Officer, as well as with colleagues from across the charity to develop our online communities, helping us to reach and support more people affected by bowel cancer and those concerned about symptoms, risk and pre-diagnosis.

Main responsibilities

- Work with the Peer Support Manager and other colleagues, develop and implement a plan for managing and expanding our online communities to meet the needs of people affected by bowel cancer, including those from communities we do not currently reach and those concerned about symptoms, risk and pre-diagnosis
- Working with the other Senior Online Communities Officer, develop ways to optimise the forum platform, testing new ways to support our community in line with need
- With colleagues, ensure the charity's online communities are well moderated and remain a safe and welcoming place for people affected by bowel cancer
- With colleagues, manage and support our team of volunteer moderators, meeting with them regularly and ensuring they are confident and supported in their roles
- Provide out-of-hours support on a rota basis alongside other peer support colleagues
- Work with the Senior Volunteer Development Manager and colleagues to help recruit and induct new volunteers in line with our volunteering processes
- Involve all members of our online communities in the continuous review, development, and evaluation of our services, including gathering regular feedback from users
- Alongside colleagues, monitor and report on KPIs for our online communities, including regularly reviewing usage activity and trends

- Stay up to date with external developments in online support to inform our service development and to maximise our reach and impact
- Work collaboratively and flexibly with staff across the charity, volunteers, and external partners to adopt a co-productive approach to service development to ensure all service development is evidence based and needs led. Make appropriate use of needs assessments and user engagement and involvement – including for example desktop research, surveys, focus groups, feedback, and evaluation
- Actively support the monitoring and evaluation of services for quality, outcomes, and impact in line with the Services–wide evaluation framework. This includes making data available to inform decisions on further service development and improvement to ensure our services ensure to meet the needs of people affected by bowel cancer
- Work collaboratively with the digital team to ensure digital technology is optimised in all service development, improvement, and delivery to facilitate user navigation to and through our service portfolio
- Work closely with colleagues across the Services directorate to identify emerging topics and areas of support, and ensure our peer support services are joined up across all our channels
- Work with colleagues from across the charity to ensure that news, updates, and research opportunities are shared and promoted in all our communities
- Proactively support the fundraising teams to identify, develop and deliver on income generation opportunities – including providing timely information for fundraising proposals, reports, and presentations to current and potential donors

Other duties

- Participate in all relevant meetings of the charity as appropriate, including Team Together days
- Ensure data is handled in accordance with the Data Protection Act
- Demonstrate a commitment to equality, diversity, and inclusion in the way you work

PERSON SPECIFICATION

Qualifications and experience

- Experience of supporting and developing online communities or peer support, preferably within a charity, health, or medical setting
- Experience of working with and supporting volunteers, preferably including service users/patients as volunteers
- Experience and knowledge of using digital platforms to enable and develop communities or peer support services
- Experience of providing an excellent service user experience
- Experience of managing projects
- Experience of using a range of channels and digital tools to deliver peer support
- Experience measuring outcomes and evaluating the impact of peer support services, including using digital tools to achieve this
- Experience working in a remote and dispersed team

Knowledge, skills and abilities

- Excellent communication and interpersonal skills to enable successful working with colleagues and people affected by bowel cancer
- An understanding of the needs of people affected by bowel cancer and their lived experiences
- Ability to work well independently as well as part of a team, and to work flexibly to meet the needs of our service users
- Excellent working knowledge of providing online support

- An understanding of safeguarding, confidentiality, and data protection in relation to digital support communities
- Proven ability to work collaboratively across teams and functions to achieve shared aims and objectives

Personal qualities

- Self-sufficient and able to work on own initiative as well as part of a team
- Proactive, creative, and enthusiastic
- Willingness to learn new skills and share expertise with colleagues
- Flexible and willing to work collaboratively to achieve the charity's ambitions
- Outstanding people skills and sensitivity when communicating with people affected by cancer
- Commitment to best practice and high customer service with strong ethical standards
- Commitment to inclusive working, ensuring equality and valuing diversity

Safeguarding

Safeguarding is everyone's responsibility and at Bowel Cancer UK we are committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory basic or enhanced disclosure from the Disclosure and Barring Service (DBS - UK), (PVG – Scotland) or Access (NI) dependent upon the role. There is no cost to you and will be processed on your behalf.