

SCOLIOSIS SUPPORT AND RESEARCH (SSR)

Community Engagement Officer

JOB DESCRIPTION AND PERSON SPECIFICATION

SSR Community Engagement Officer Job Description

Part time (3 days per week/ 21 hours – Hybrid Working – based in London W10)

Salary £30,000 per annum pro rata (£18,000 actual)

Scoliosis Support and Research is the new name for Scoliosis Association UK and British Scoliosis Research Foundation following their merger. We are the only UK wide patient support organisation for people with scoliosis and their families and we also fund pioneering research into scoliosis and other spinal deformities.

We're looking for a proactive Community Engagement Officer with an eye for detail and a can-do attitude who is willing to learn, grow and take ownership of this newly created and unique role.

You'll be a warm and friendly communicator, both verbally and in writing, and be excited about raising support and awareness for SSR's work with those affected by scoliosis.

As the Community Engagement Officer, working with the Community Engagement Manager you will manage relationships with regular donors and support individuals to fundraise effectively for SSR as well as thanking fundraisers and donors.

You will work with the Community Engagement Manager to support our wider fundraising efforts by providing administrative support.

A significant part of your role will be to respond to Helpline enquiries, either by phone or email. You will be the first point of contact. Training will be given on this.

You will also handle liaising and looking after our members and processing new membership applications.

You'll work closely with the Community Engagement Manager on any events. The yearly 'Scoliosis Awareness Day' event, along with the Zorab Symposium which takes place every three years and any patient meetings that take place.

You will need to be able to travel to the office at least one day a week. Days worked can be agreed to suit the successful candidate.

You will need database experience. We use E Tapestry, but Raisers Edge or other charity database experience is relevant.

There is scope to take greater responsibility across all areas of the job description depending on your experience and personal development ambitions and there may be scope for increased hours as the role progresses.

This job description is not exhaustive, and the role can evolve around the successful applicant's skills and ambitions.

SSR Community Engagement Officer Person Specification

You will need:

- a minimum of three years experience of working in the charity sector in a similar role
- to have compassion and empathy when dealing with Helpline enquiries by email and telephone.
- experience of using CRM systems We use E Tapestry as our database, so Raisers Edge or E Tapestry experience would be particularly useful.
- to be able to speak confidently to donors and supporters in a warm approachable manner
- to demonstrate strong organisational skills to help manage donor relationships and update the donor management system.
- to maintain a high standard in all forms of written communication, including email.
- to be someone who has integrity, earns trust, maintains confidences, and speaks plainly and truthfully.

We are a small team who are all prepared to roll up our sleeves to get the job done – whatever it is. The requirements of the job may vary according to priorities.

April 2024