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**NORTHUMBERLAND COUNTY BLIND ASSOCIATION**

Post: **Information & Voluntary Services Manager**

Salary: **£20,661 - £22,658. (Fixed term to November 2018 with the**

**possibility of an extension subject to funding)**

Responsible to: **Organisational Development Manager**

Direct Reports: **2**

Location: **Reiver House, Morpeth, Northumberland NE61 1TD**

# THE ORGANISATION

Northumberland County Blind Association (NCBA) is a professional organisation dedicated to supporting people with a visual impairment in Northumberland. We provide a wide range of opportunities, services and social contact, focussing on increasing independence, achieving potential and enabling individuals to gain the knowledge, skills and confidence necessary to enhance their quality of life. A registered charity, we are a user-led organisation and consult with our clients to help us set strategic priorities.

**Job description**

**More in this section**

The Information & Voluntary Services Manager will manage the Big Lottery Funded Key Communications project monitoring and reporting to BIG Lottery making sure we are fully compliant and meeting the terms and conditions of the funding.

The ability to interact with stakeholders and staff in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and approachability is crucial to this role. An excellent level of written and verbal communication skills and attention to detail are equally important.

The post holder will play a key role within the organisation, further developing the Information Service enabling timely information to be available to beneficiaries relative to service provision, meeting customer’s needs, increasing independence, self-choice and control.

This will be achieved through handling, managing, and developing the procurement and distribution of all types of information for the staff team, volunteers, and clients in support of their needs and objectives.

[Print all pages in this section](http://www.prospects.ac.uk/information_officer_print_version.htm)

**Case studies**

* [Metadata development officer: Alex Addyman](http://www.prospects.ac.uk/case_studies_information_officer_case_study_2.htm)
* [Senior media assistant: Jeffrey Miller](http://www.prospects.ac.uk/case_studies_information_officer_case_study_1.htm)

Information will be gathered through partnership working, networking, electronically, and through internet resources as well as traditional library materials.

Services will be provided internally and externally and the role may involve managing and exploiting internally produced information as well as sourcing and providing materials from outside organisations.

Working with an external facilitator and evaluator, the post-holder will be responsible for:

* Setting up and running Service User Consultation Events where small focus groups of beneficiaries, staff and volunteers linked with current services will identify the key questions that should be asked within a broadly distributed questionnaire/survey to which the Key Communications project outcomes align.
* The ongoing development and implementation of the project implementation plan
* The ongoing development and implementation of the volunteer recruitment implementation plan.
* Managing, facilitating and reporting on twice yearly Volunteer Forums (one with external facilitator/one without).
* Managing, facilitating and reporting on twice yearly Service User Consultation Events.
* Completing a Pulse Survey – to gather information about project outcomes and progress as well as recommendations for future activities.
* Completing a Final Survey – at project end ensuring that measurement of progress can be made.
* Completing the Final Report.

**Typical work activities**

Information Managers are concerned with managing information in order to make it easily accessible. Work activities vary, depending on the needs of the organisation or client, but typically include:

* carrying out low vision assessments and issue of low vision aids and equipment;
* organising and facilitating Annual Information and Advice open days;
* giving vision impairment awareness presentations;
* being first point of contact (after receptionist) for visitors to Reiver House resource centre and to telephone enquiries, answering queries or forwarding enquirer where appropriate to relevant team member or other organisations;
* selecting, managing and acquiring information resources (both hard copy, audio and electronic) to meet the organisation's current and anticipated needs;
* classifying, collating and storing information, usually using computer applications, for easy access and retrieval;
* creating and searching databases;
* cataloguing and indexing materials;
* scanning and abstracting materials;
* conducting information audits;
* developing and managing electronic resources using, for example, online databases and content management systems;
* writing and editing reports, publications and website content;
* developing and managing internal information resources and networks;
* ongoing management of web page and other social media sites;
* monitor and evaluate web site usage;
* development of new information and data systems as required;
* responding to enquirers' requests using electronic, printed, audio and Braille resources;
* running effective enquiry and current awareness services and ongoing development of communications strategies;
* providing and updating user information/education via quarterly newsletter, Yellow Information Booklet, leaflets and promotional material, websites and tours of the resource centre;
* publicising and marketing services, internally and externally, through publicity material, demonstrations, presentations and/or social media;
* providing training and advice to colleagues and sometimes clients on the use of electronic information services;
* managing a range of projects (including the existing SocialEyes social inclusion project, long standing Clubs & Support Groups, Sightline telephone peer support service, Home Visiting service, Volunteer Driver service, Emotional Counselling Service; development and set up of county-wide outreach information points, IT courses);
* developing and exploiting multimedia information;
* giving presentations and individual consultations.
* assisting with the development and implementation of any fundraising activities;
* day to day line management responsibilities.

Reporting to the Organisational Development Manager, the Information & Voluntary Services Manager will also have responsibility for:

* Training other information staff/volunteers.
* Key Communications project budget management.
* Presenting bi-monthly project and budget update reports to Organisational Development Manager and Trustees as required.
* Prioritising and managing multiple projects simultaneously, and follow through on

issues in a timely manner.

* Ongoing development & implementation of Social Media service information following development and implementation of Social Media usage policy

The post holder will also:

* Participate in six-weekly progress meetings and personal development relevant to the post
* Participate in team events and fundraising activities.
* Carry out any other duties relevant to post, at the reasonable request of management
* Be able to travel independently across Northumberland
* Be able to travel independently to any national events as required by the post
* Be able to work flexibly, from time to time the post holder will be expected to work some evening and weekend

**PERSON SPECIFICATION**

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|  | **Essential** |
| 1. | Minimum of 2 years’ experience in managing information resources, networks and distribution. |
| 2. | Excellent interpersonal skills, including verbal, telephone and written communications skills. |
| 3. | Excellent presentation skills. |
| 4. | Experience of working in a professional. Customer Service or third sector environment. |
| 5. | Experience of multi-agency cross sector liaison. |
| 6. | Experience of project management, including budget responsibility and report writing. |
| 7. | Strong working knowledge of MS Office packages. |
| 8. | Experience of managing and using customer and volunteer data bases and reporting tools. |
| 9. | Experience of events organisation and facilitation. |
| 10. | Experience of recruitment, support and training of volunteers. |
| 11. | Experience of successfully creating, evaluating and modifying processes. |
| 12. | Experience of project planning and implementation. |
| 13. | Understanding of safeguarding, equal opportunities, health and safety and confidentiality |
| 14. | Experience of line managing staff |
|  | **Desirable** |
| 1. | Qualified in carrying out low vision assessments. |
| 2. | Experience of supporting people with sight loss and/or other disabilities. |
| 3. | Knowledge of Low Vision Aids. |
| 4. | Experience of the production and maintenance of policies and procedures. |
| 5. | Knowledge of DBS. |
|  | **Other** |
| 1. | Health and Safety – have a good understanding of health and safety and ensure safe systems of working are adhered to at all times. |
| 2. | Equality and Diversity – have a good understanding of Equality and Diversity and ensure all working practices comply with current legislation. |
| 3. | Safeguarding – have a good understanding of all Safeguarding and ensure working practices comply with current Safeguarding requirements. |
| 4. | This post will be subject to vetting with the Disclosure and Barring Service (DBS) |

# Brief Summary of Main Terms and conditions

This is a 5 year funded post – which began on the 1st December 2013 and is due to complete November 2018.

Contract: Fixed term to November 2018 with the possibility of an extension (subject to funding)

Hours of work: 37 per week, Monday – Friday

Holidays: 25 days per annum plus statutory Bank Holidays

Location: Based at Reiver House Resource Centre, Morpeth NE61 1TD

**Please return completed applications marked PRIVATE & CONFIDENTIAL to:**

Sandra Donkin, Organisational Development Manager, Northumberland County Blind Association, Reiver House, Staithes Lane, Morpeth, NE61 1TD or email [sandra.donkin@ncba.org.uk](mailto:sandra.donkin@ncba.org.uk) (requesting a read receipt).

**Applications received after 12:00 noon on the 23rd June 2017 will not be accepted.**

**Interviews will be held on Friday 30th June 2017.**

Registered Charity Number: 1102386