



New member services officer role

March 2018

Background

The Guernsey Disability Alliance (GDA) is an umbrella organisation for 40 disability charities and groups, as well as individual members. It provides services that aim to bring about changes which enable disabled islanders to take a fuller and more active part in island life.

Social attitude change is one of the keys to removing many of the barriers that face people living with disability. We All Matter, Eh? (WAME) is a GDA brand; it is “a group of islanders, and their families, sharing our stories of living with disability in the island of Guernsey”. It is the main tool used by the GDA in its wider efforts to foster that change.

In January 2018 the Executive Board and members approved changes to the staffing and structure of GDA operations. These changes included the creation of a new part-time post, “Member Services Officer”, focused on providing services to members and to influencing businesses and the wider island community. The GDA is seeking to recruit someone who will be committed to engaging and empowering its members.

Job Description

Job Title: Member Services Officer

Contract: 20-25 hours/wk (flexible)

Contract: £15,000 currently a one year contract

Responsible to: GDA Executive Board / WAME Partnership Director

Main Purpose: working with our members and executive board to affect changes in policy and attitudes by capturing and communicating the voices and experiences of disabled islanders and carers

Place of work: GDA/WAME office and home working



Initial Duties:

Empower and provide services to our members by

1. being the first point of contact for members, stakeholders and the public, providing information and signposting for our member charities and individuals;
2. maintaining and building the membership;
3. organising innovative events that help empower disabled islanders and the families to speak directly to the States, community and other relevant bodies;
4. supporting the partnership director to build awareness and change attitudes using the *We All Matter, Eh?* brand for campaigns (e.g. Hidden Disabilities and accessible activities) and social media video presentations;
5. fulfilling our members communications strategy by managing the diverse We All Matter, Eh? communications via email, newsletters, letters, and our Social Media content via Facebook, Twitter and other relevant media;
6. working with the GDA Executive board / partnership director to
 - o manage communications in relation to members, e.g. drafting press releases, maintaining media relationships, organising opportunities for spokespeople, and
 - o develop published communication material for the GDA membership and the public e.g. fundraising leaflets, information leaflets, input into the bi-monthly newsletter
7. recruiting and managing additional volunteers where appropriate;
8. managing the membership administration;
9. supporting the fundraising effort of the Friends of the GDA, to build financial security for our group and this role; and
10. assisting the GDA Executive board with various duties as required.

As duties and responsibilities change, the job description may be reviewed and amended in consultation with the post-holder.



Person Specification

Essential

1. Empathy with disabled people and carers
2. Ability to work well under pressure, prioritise a wide range of competing requirements and meet deadlines
3. Excellent planning and organisational skills
4. Excellent communication skills, able to communicate persuasively and clearly, both in writing and in person and change communications style to the audience
5. Self-motivated, confident, reliable, practical, driven and determined
6. Excellent computer literacy with high competency and working knowledge of Word, Excel, Powerpoint and standard social media
7. Able to work flexible hours, including evenings, when required

Preferable

1. Experience of PR, marketing, communications and event management
2. Knowledge of WordPress web-site tools

Disclosure and Barring Service Check (DBS)

As the post holder will be working directly with disabled adults and children, an enhanced DBS disclosure will be requested in the event of a conditional offer being made.

Funding

The post of member services officer requires funding (currently supported March 2018 – March 2019). One of the roles of the member services officer, with support from the GDA executive board and Friends of the GDA, will be to source future funding for this post.

For more information

www.disabilityalliance.org.gg

www.matter.gg

www.facebook.com/GuernseyDisabilityAlliance

www.facebook.com/mattergg

Twitter: @GDA_Disability

Twitter: @matter.gg

info@disabilityalliance.org.gg

matter@gda.org.gg