

We've ambitions to change so much, to improve support for endometriosis –are you the experienced Support Network Manager we need to help us?

Thank you for your interest in the role of Support Network Manager at Endometriosis UK. Endometriosis impacts on the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause - although the impact can be felt for life. Yet it's a disease most people have never heard of, do not understand and that has no dedicated treatment. It costs the UK economy around £8.2 billion every year in healthcare costs, loss of work and treatments and yet it isn't recognised by most employers. As the UK's leading charity for all those affected by endometriosis, we're determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support.

We've big ambitions in our new strategy, focused on supporting those with endometriosis, driving down diagnosis times, campaigning for improved treatments and access to services, raising awareness, and leveraging more money into research. We place people with endometriosis at the heart of all we do, and with an average time to get a diagnosis of 8 years, the cause of the disease unknown and no cure, there is so much more they need and want. If we get our work right, we really can make a difference to the 1.5 million women and those assigned female at birth with endometriosis in the UK – and all those diagnosed in the future.

The covid pandemic has had a major knock-on effect to the treatment of endometriosis. Cancelled surgeries and appointments have left those with endometriosis unable to access treatments and support or get a diagnosis. We have a big job to do, increasing the support we provide, reaching everyone affected by endometriosis and ensuring they get the support and information they need. Despite being small we've achieved a lot. But there is so much more we want to do.

We have worked hard to increase our activities; our staff team has grown from 6 to 14 since the start of the pandemic, and we have plans to continue to grow to better deliver our strategy. This exciting new role will be a busy, varied and important role working closely with the Head of Information and Support to develop and improve our supportive services to best serve the endometriosis community.

This is an exciting opportunity to help drive forward Endometriosis UK's new strategy and boost our impact for the benefit of everyone affected by endometriosis. I hope you'll consider joining us so we can, together, do even more.

Best wishes

A handwritten signature in blue ink that reads "Emma Cox".

Emma Cox
Chief Executive

JOB DESCRIPTION

Job title:	Support Network Manager
Hours:	Full time – 37.5 hours per week (would consider 4 days per week for the right candidate)
Annual salary:	£31,000 - £35,000, including London weighting
Location:	Office-based, London, with some homeworking options available
Reports to:	Head of Support and Information
Closing date:	3 rd October 2022
Interview date:	10 th October 2022

Interviews to take place in person, although provision for virtual interviews will be considered.

About us:

Endometriosis UK is the leading UK charity that supports those living with endometriosis. Formed in 1981 we offer information and support to women and those assigned female at birth with endometriosis, for example through our website and information leaflets, and via our local support groups, Helpline, webchat, and online forum. As well as providing direct support, we work to raise awareness of endometriosis amongst healthcare professionals, the public and the media; lobby for improved treatment and management of the disease; and support research. We have a big job to do and ambitious plans.

This is an exciting opportunity for an experienced volunteer and front facing services manager to join our small team at Endometriosis UK and make a real difference to the 1.5 million in the UK with endometriosis. The Support Network Manager sits at the heart of the organisation and is key to driving our service delivery. In this role you will help us shape and grow our support services by managing a network of volunteers across the UK to run the day-to-day delivery of our existing support services.

Job purpose

This role sits at the heart of Endometriosis UK driving our service delivery through a network of volunteers. The Support Network Manager acts as a voice for the community, putting those with endometriosis at the centre of all we do. As well as ensuring our support network services are delivered to a high standard, you'll proactively look for ways to develop, diversify and improve what we offer to meet the needs of those with endometriosis across the UK.

Duties and key responsibilities

The overall aim of the Support Network Manager is to provide a high quality, needed and well evaluated Support Network service across the UK, ensuring that the views of those with endometriosis and our volunteers are at the heart of what we do. At present, that includes our Support Groups, Helpline, Webchat and Health Unlocked online forum. To deliver the role, the key duties and responsibilities are given below.

Volunteer management

- Ensure the effective delivery of Endometriosis UK's support services, including the monitoring and evaluation of the service to ensure informed improvements and development.
- Ensure delivery of an effective programme of volunteer recruitment, development and retention, planning recruitment to maintain and develop our current volunteer base, and proactively identifying new volunteer opportunities and roles.
- Ensure the provision of an effective training programme for new and existing volunteers, reviewing and updating training packages and resources as required, ensuring best practice is maintained.
- Ensure the effective supervision, management, and support of volunteers.
- Monitor and oversee the day-to-day provision of support, currently via the helpline, webchat, support groups and online forum.
- Be a strong advocate for volunteers, the volunteer experience, and the needs of the endometriosis community.

Support services

- Line manage staff in the Support Network team, currently the Volunteer Coordinator, Support Officer and Scottish Development Coordinator.
- Take the lead in receiving and responding to safeguarding reports.
- Regularly review, update and where necessary create all volunteer-related policies and procedures, including the support network manual.
- Ensure the effective use and maintenance of our database and other systems for storing data about volunteers.

General

Support the Head of Information and Support and colleagues to ensure the smooth running of the charity. We are a small, busy charity, and all staff help with the general running of the organisation in addition to their specific role activities.

The role of volunteers is integral with our work at Endometriosis UK, and paid staff are required to underpin this in their attitude and actions.

ABOUT YOU:

Person Specification

Our Support Network Manager will be a motivated and organised individual who works well in a team.

As an experienced manager of front line services you will understand the role volunteers play in charity organisations and be dedicated in creating a supportive and engaging environment for our volunteer network.

Essential:

- Substantial experience of recruiting and managing volunteers in the charity sector.
- Experience of managing frontline services in a charitable setting.
- Demonstrable project management skills and the ability to juggle a wide range of competing demands.
- Experience of planning, coordinating and delivering training programmes and events.

- Demonstrable experience of line managing staff, and ideally experience in line managing remotely.
- Empathetic and understanding, with excellent communication skills and ability to communicate effectively with a range of audiences.
- Flexible, diplomatic and assertive, with good negotiating skills.
- Highly organised with excellent time management skills.
- Up to date knowledge of volunteer management best practice.
- Understanding of living with endometriosis or a demonstrable interest in women's health and empathy with our mission.
- Understanding and demonstrable commitment to equal opportunities, diversity and inclusion.
- Excellent IT skills, including competence in Microsoft Office and experience in using databases.
- Ability to be able to work flexibly including some weekends and evenings, and to travel and stay overnight where necessary.
- Undertaking any other duties commensurate with the general level of responsibility of the post.
- Have the right to work in the UK and based in the UK.

Desirable:

- Experience of managing budgets.
- Experience of managing a charitable helpline service.
- Knowledge of NHS structures and health policy.

Hybrid working – full time, office-based employees have an option to work 2 days per week from home.

The closing date for applications is **Monday 3rd October at 9am**, and interviews will take place on **Monday 10th October**, Interviews to take place in person at our office in London, although provision for virtual interviews will be considered.

To apply, please send your CV and a maximum 2-page cover letter outlining how you meet the person spec and why you are interested in this post to: assistant@endometriosis-uk.org.

Please note that for capacity reasons, we are only able to get back to successful candidates on the status of their application.