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| Regional Communications and Information Officer |
| Job Description |
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# Introduction

Welcome and thank-you for your interest in this role. This pack includes further information about this position and context, to help you decide if this is the role for you.

# About Action on Hearing Loss

Communication is a basic human need. Yet most of us know someone who struggles to communicate through hearing loss. It can cause substantial harm to friendships, family relationships, confidence, employability, mental health and life chances.

Action on Hearing Loss (formerly the RNID) is the UK’s largest charity for the 11 million people in the UK who confront deafness, tinnitus and hearing loss every day. Established in 1911, we help people to take control of their lives and live the life they choose, removing the barriers standing in their way. We give people support and care, develop technology and treatments, and campaign for equality.

Action on Hearing Loss is growing rapidly on the back of a new brand, a new and highly ambitious long-term strategy, *Taking Action,* and a long term investment plan in fundraising. Last year we helped more people with hearing loss than ever before. Our annual report and website show how we’ve changed the world for the people we help – see our website for more information.

# About the role

To ensure the delivery of a high quality information service for deaf and hard of hearing people across Northern Ireland by dealing with information requests, participation in outreach events and through the development of good working relationships with a wide range of local organisations, groups and individuals and internal and external staff and volunteers.

# How to apply

If you think you have the skills and experience and would love the challenge of this job I’d like to hear from you. To apply for the role please submit an application form to [jobs@hearingloss.org.uk](mailto:jobs@hearingloss.org.uk) by the closing date of 27th January 2017

If, having read the information pack you would like any further information in relation to the post or to have an informal discussion about this opportunity either by telephone at **02890239619** or by email Cilla.Mullan@hearingloss.org.uk

I look forward to receiving your application.

Yours sincerely

Cilla Mullan

Head of Services NI

# Job description:

Job title: Regional Communications and Information Officer

Salary: £19,200 per annum Band Orange

Responsible to: Head of Services

Direct Reports:

Directorate: NI Directorate

Department Local Engagement

Location: **Belfast**

**Overall Purpose of the Role:**

To provide comprehensive up to date information to people who are deaf, hard of hearing or have tinnitus, by dealing with information requests and participation in outreach events. Provide expert guidance on specialist equipment. Manage a small team of volunteers to help raise awareness of the organisation, deafness, hearing loss and tinnitus through outreach events and talks

**Key Accountabilities and Responsibilities:**

# Provide information reactively and proactively to individuals and organisations by all means of communication, to enable people with hearing loss to have fulfilled lives/make informed choices.

Undertake a programme of outreach information activities such as exhibitions, talks, road shows, presentations and local meetings in order to provide information on hearing loss and Action on Hearing Loss services to key audiences.

Maintain a comprehensive knowledge of local and national services for people who are deaf or hard of hearing, update information in order to signpost appropriately.

To manage information volunteers, supporting them and training them to provide information to the public and to liaise with the Regional Volunteer Manager where appropriate.

Ensure a high standard of Information provision across teams in the NI Directorate.

Provide an expert advice, demonstration and equipment loan service to members of the public, and to keep accurate records of equipment stock levels.

Maintain a strong knowledge of equipment products and arrange annual training for staff, volunteers and other relevant stakeholders on key pieces of equipment.

Maintain stocks of information resources and equipment for use in answering enquiries and for events for the whole Northern Ireland Directorate.

Maintain accurate records of all enquiries on the appropriate database, produce key performance indicators and other evaluation data as required. Monitor and carry out evaluations to ensure high standards of performance.

Make links with other departments in Action on Hearing Loss and develop comprehensive knowledge of the organisations activities and services; promote other Action on Hearing Loss services and activities including Hear to Help, Access solutions and products as appropriate.

**Other Requirements:**

Flexible working pattern

##### Person specification

**PERSON PROFILE**

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|  | **Essential** | **Desirable** |
| **Experience** | Experience in working in customer services  Experience in the provision of Information  Experience of managing and training volunteers  Experience in organising events | Experience of working with deaf and hard of hearing people |
| **Qualifications / Professional Training** | Educated to A Level or equivalent. | Educated to degree level or equivalent |
| **Skills / Knowledge** | Have an awareness of deafness, hearing loss and tinnitus  Have excellent communication skills, verbal and written  Excellent IT skills and be competent in Microsoft office, word, excel and PowerPoint.  Experience of delivering presentations  Have the willingness to learn BSL | A good knowledge of deafness, hearing loss and tinnitus  BSL level 1 or above good knowledge of deafness, hearing loss and |
| **Personal Qualities** | Be flexible in working as part of a team  Have the ability to empathise  Have a creative nature – ability to think on your feet |  |
| **Thinking Style** | Be a practical/analytical person  Be a team player as well as have the initiative to work on your own with minimum supervision  Be committed to the principles of equal opportunities**.** |  |
| **Circumstances** | Ability to travel across the region and to work occasional evenings and weekends**.** | A full driving licence and access to a vehicle |

# V**a**lues and behaviours

We have 3 core values at Action on Hearing Loss, which reflect what we are like at our best and what we aim to be more like, more of the time. They guide how we act, behave towards others and go about our day to day work. Team members should be able to demonstrate these values:

**People**

* We treat people with warmth, dignity and respect.
* We show kindness, care and understanding.
* We treat people how we would like to be treated.

**Passion**

* We work with enthusiasm and energy.
* We strive for high standards and always try to do our best.
* We innovate, take risks and try new things.

**Partnership**

* We listen carefully to others and try hard to understand.
* We share insights, ideas and resources.

* We act with integrity, building trust.

**KEY TERMS AND BENEFITS**

POST:Regional Communications & Information Officer

CONTRACT TYPE:Fixed Term until 30th June 2017

SALARY: £19.200 per annum Band Orange

PROBATIONARY

PERIOD: Confirmation of appointment is subject to the successful completion of a 3-month probationary period.

HOURS:                   35 hours per week but from time to time it may be necessary to work additional hours to complete your duties.

HOLIDAYS:             The entitlement for a full time post is 25 days plus statutory/bank holidays per year. Annual leave can also be bought and sold.

SICKNESS:A comprehensive sick pay scheme.

PENSION:Group Personal Pension Plan (GPP).

ADDITIONAL BENEFITS:

* Life assurance cover
* Employee assistance programme providing free confidential advice & counselling
* Interest free season ticket loan or Cycle to Work Scheme
* Child Care Vouchers
* Flexible working and time off in lieu (where work patterns permit)
* Medical expenses saving scheme
* Long Service Awards
* Enhanced family-friendly benefits

EQUAL

OPPORTUNITIES: We have an Equal Opportunities and Diversity Policy and all employees are expected to develop an understanding of and commitment to equal opportunities.

Some of our benefits are not contractual and may change from time to time, especially if

they become too expensive, but we will always try to provide a suitable alternative.

*This post is exempt from the terms of the Rehabilitation of Offenders Act (Exemption Order 1975) and you are therefore required to disclose all criminal convictions and cautions including those, which are 'spent'.*

*This post is also subject to a Disclosure and Barring Service clearance (formerly Criminal Records Bureau clearance) Access NI / Disclosure Scotland clearance. All successful candidates must satisfactorily clear a criminal records and ISA Vulnerable Adults Barred List check. Action on Hearing Loss complies with the DBS Code of Practice. If you would like a copy of this please contact us.*

*If you do need to disclose any criminal convictions or cautions please place declaration, sealed in an envelope marked ‘HR Advisor, Private & Confidential, Addressee Only', and attach to Application Form.*