

Role Profile

Role Title: Helplines Standard Co-ordinator and Assessor

Role Purpose

Brief Description of the Role

Contribute to the sustainability of the organisation through the provision of services to members and external customers by:

- Managing internal communications processes and resources to meet operational goals.
- Forging strong internal and external relationships particularly with members and non-members to raise the standard of the helpline sector.
- Ensuring that objectives are delivered on time, within set deadlines and agreed criteria to support the development of HLP.
- Undertake Helplines Standard assessments.

Responsibilities & Accountabilities

Statement of Main Areas of Responsibility

Key responsibilities:

Co-ordination

- Act as the principal point of reference for the Helplines Standard.
- Identify opportunities and initiatives to further the development of the Helplines Standard and to promote the service to members and non-members.
- Direct contact for the helplines standard both face to face and virtually with members and non-members.
- Preparation and regular reviews of all materials for the accreditation.
- Maintain accurate digital records to monitor and manage all communications, tracking spreadsheets, diary management and submissions.
- Manage and develop the pipeline of assessments ensuring timely follow-ups
- Provide support to administration executives when required.

Workshop Facilitator

- Develop and deliver face to face, online or individual workshops.
- Promote the benefits of accreditation to members and non-members.
- Engage members and non-members to undertake the accreditation.

Assessor

- Undertake Helplines Standard assessments to include evidence review, site visits and the production of comprehensive reports.
- Flexibility around travel to visit helpline organisations both inside and outside the UK.

The post holder will be expected to:

- Operate within the parameters of strategic and operational plans, ensuring best practice in line with the sector and the organisation.
- Comply with Data Protection, Health and Safety at Work and Equality and Diversity legislation and adhere to policies, procedures and best practice at all times.
- Work collaboratively with other staff as necessary to deliver these responsibilities and agreed objectives.
- Undertake any other reasonable duties as deemed necessary by the line manager.

The above list of duties is not exhaustive and it may change due to the needs of the business. In the interest of effective working the main areas of responsibility and major tasks may be reviewed from time to time to reflect changing organisational needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Knowledge, Skills and Experience

The Tools Required to Perform the Role

Person specification

Essential Experience and Skills:

Ability to engage and create opportunities that support HLP's accreditation objectives.

Ability to maintain accurate records and demonstrate attention to detail.

Friendly, positive, flexible and adaptable team player.

IT skills including knowledge of MS Office packages.

Experience of CRM Software.

Ability to demonstrate initiative and have a creative approach to problem solving.

Excellent organisational skills and the ability to manage priorities within tight deadlines.

Proficient in production of reports and presentation / marketing materials.

Desirable:

Experience and knowledge of helplines and the voluntary sector.

Experience of working within a quality standard framework / assessment or best practice models.

Our Values:

Helplines Partnership's core values have been developed to guide the way we want to work, manage our business, and deliver our services. They provide the foundation for our staff when responding to members and stakeholders.

Quality – confirming our commitment to value and excellence.

Passion – affirming our enthusiasm for what we do.

Integrity – upholding our commitment to honesty and sound work principles.

Ambition – emphasising our motivation and determination to succeed.

Equity – committing ourselves to fairness and equality.

Helplines Partnership is committed to inspiring our members with the same ethos and building a connected, responsive and sustainable help-sector and is committed to anti-discriminatory values and to the involvement of users of services.

Other requirements:

The ability to travel and work effectively within and outside the UK.

This is a part-time position 22.5 hours per week. The job holder will have the flexibility to carry out their duties in line with operational needs and personal circumstances.

Acknowledgements

Signatures Required from Line Manager and Employee

Line Manager Signature: **Date:**

Employee Signature: **Date:**