**Job Description**

**Job Title: Access and Engagement Co-ordinator**

**Grade: 3C**

**Salary: £22,500**

**Hours: 35 Hours per week fixed term contract to 31 March 2023**

**Location:** **Office based Glasgow / Flexible**

**Reporting to: Equality and Access Manager**

## Job Description Summary

The Access and Engagement Coordinator provides support to the Equality and Access Manager and Deputy CEO. This post will contribute to the direction and delivery of all events, training, membership service and support to the Access Panel Network.

**Events Co-ordination**

* Provides support in webinar/event planning for both membership and Access Panels: sourcing speakers; work with stakeholders to decide discussion content; publicising; promoting attendance and participation.
* Demonstrates an understanding of event managements and recognition of communication strengths and preferences when engaging with the Access Panel Network and wider stakeholders.
* Ensure the organisation shows good practice and leads by example in hosting accessible and inclusive webinars and events, always considering external factors (travel, venues, length of event, accessibility requirements of delegates).
* Develop awareness of common access issues and communicate this to enquiries as well as applying to own work and design of engagement events.
* Communicate and build relationships with suppliers and partners, to negotiate provision of services for the organisation, e.g., communications support (BSL and live captioning).

**Project delivery support**

* There is an element of project management to this post and the postholder will be required to have effective organisational skills and the ability to prioritise workload to plan and deliver a variety of project activities.
* Requires experience of project planning, communications and research, preferably within the Third Sector, or equivalent.
* Work across the organisation providing support in communications, event planning and engagement.

**Community Engagement and Development**

* Responsible for providing day to day support and advice to Access Panels and their members, on governance; funding; events; consultations etc.
* Requires the ability to write for different audiences across a wide range of communication channels and platforms. (e.g., formal for report writing and informal for social media) and strong attention to detail to ensure communications are free from errors and inaccuracies.
* Deal with enquiries from members of the public on access issues, facilitating discussions and referrals to their local Access Panels.
* Requires an understanding of technical knowledge on building regulations as well as governance arrangements for Access Panels.
* Requires research skills. The postholder should hold an understanding of survey design to conduct regular surveys of the Access Panel Network to determine needs, satisfaction and goals.
* Responsible for Administering the Access Panel Grant, ensuring spend is tracked on a quarterly basis, recording and processing new applications, updating the tracker, following up on incomplete claims or claims made in advance of spend.
* Supports the Equality and Access Manager to develop new guidance, terms and conditions of the Access Panel Grant based on changing requirements and circumstances of the Network.
* Assist with meeting facilitation with Access Panels and stakeholders, structuring discussion to meet defined goals.
* Supports with the development of new relationships with existing and new stakeholders, promoting engagement with the organisation.
* Build and maintain strong relationships with Access Panels to promote engagement with and trust of the organisation. This includes regular check-ins and providing prompt support when requested.
* Create and share regular communications with the Access Panel Network, updating on changes in policy, engagement events, funding opportunities, wellbeing and more.
* Take the minutes of the organisation's quarterly Board Meetings in a concise and accurate manner.
* Monitor the private Access Panel Facebook page in line with the organisations Social Media Policy.

**Membership Development**

* Responsible for managing the organisations membership database: processing new membership applications and maintaining existing records (e.g., removing duplicates, resolving incomplete records). Applying knowledge of GDPR for data handling and protection.
* Work with the Communications and Research Officer to support the membership of the organisation, but with a specific focus on growing and promoting the young membership.

## Research and Policy

* Be aware of and monitor changes in equalities and accessibility policy and apply this to support members and the Access Panel Network.

## Reporting

* Support the Equality and Access Manager and Deputy CEO to provide quarterly reports of activities to the CEO and the Board of Directors.

# Demands of this post

This is a demanding post that requires flexibility and the ability to manage a heavy workload with competing demands and deadlines.

The post requires a level of communication skills and interpersonal skills, displayed both internally with staff and externally with partners, funders and stakeholders.

## Job Factors

The Job Factors listed below, outlines the knowledge and skills required to successfully function in this role. The Job Factors cover a variety of areas pertaining to the role, for example, the level of education/experience required, supervision received, and analytical skills and ability required for the job.

| **Factors Required** | **Essential (E)**  **Desirable (D)** | **Evidence** |
| --- | --- | --- |
| 1. **Knowledge/Education/Qualifications/Job Experience** | | |
| Graduate level qualification and / or professional qualification | **E** | **A** |
| Demonstrable practical procedural knowledge:   * High level PC literacy - Microsoft windows package (Word, Excel, PowerPoint) * WordPress and web content management * Online event hosting and website accessibility * Online event management software * Social Media communication | **E** | **A** |
| Theoretical knowledge:   * Scottish Parliament policy development * Community engagement and development (Third Sector and Local Authority) * Principles of accessibility and inclusion * Equality Act 2010 * Human Rights | **E** | **A / I** |
| Demonstrable Experience:   * Volunteer management and support * Project support * Campaign design and delivery * Event management * Survey design * Consultation and engagement | **E** | **A / I** |
| 1. **Communications** | | |
| Requirement to do most of the following:   * Represent Disability Equality Scotland at formal meetings involving internal and external stakeholders. * Build and maintain relationships with major partners is a key part of the role. e.g., Members, Access Panels, Project Stakeholders, Sponsors etc. * Communicate on non-routine matters involving both exchange and interpretation of information with people at several levels, internally and externally. * Occasional interaction requiring a sensitive and diplomatic approach using skills of empathy and assertiveness. * Deal occasionally with interpersonal conflict resolution where postholder required to resolve major issues such complaints from staff, members, Access Panels e.g., using mediation skills. * Train, coach or motivate stakeholders such as members of staff, Members, Access Panels etc. and/or exchanging orally or in writing varied information with a range of audiences or using advisory, guiding, negotiation or persuasion skills. * Use various interpersonal skills to meet needs of internal or external stakeholders. * Write or present complicated or sensitive information with a range of audiences in Disability Equality Scotland. | **E** | **A / I** |
| 1. **Staff Responsibility** | | |
| Experience of shared supervisory responsibility. This roles responsibilities are confined to day-to-day advice and guidance and not situations which may have a significant ongoing implication for individual employees. | **D** | **A / I** |
| 1. **IT and Resources** | | |
| Direct responsibility for resources and/or information:   * handling and processing of considerable amounts of sensitive manual or computerised information where care, accuracy, confidentiality, and security are essential (main part of the job). * handling and processing of some highly sensitive manual or computerised information where care, accuracy, confidentiality, and security are essential. * regular use of equipment (value over £2000) for which the job holder takes responsibility. * ordering or stock control of a wide range of equipment and supplies * procurement of a range of services and equipment. * continual review and adaptation of information systems. | **D** | **I** |
| 1. **Finance** | | |
| * Ability to recommend the purchase of some physical assets or supplies, obtaining approval from signatory * Ability to monitor or contribute to the drawing up of project budgets or financial initiatives (Access Panel Grant) | **E** | **I / A** |
| 1. **Training** | | |
| Be regularly responsible for identifying training in own discipline or undertake basic workplace assessments | **D** | **A** |
| 1. **Decision Making** | | |
| * Responsible for own workload, with the freedom to act within role boundaries. * Ability to work within recognised procedures, leaving room to use initiative appropriately. * Ability to respond independently to some unexpected problems and situations, solving problems by identifying and selecting solutions from theoretical knowledge and previous experience, within defined procedures and subject to management direction if required. | **D** | **A** |
| 1. **Leadership** | | |
| * Ability to provide occasional guidance to other employees. * Serves as a channel through which work is directed or checked * Ability to provide functional guidance to internal operating processes. | **E** | **A** |
| 1. **Working Conditions** | | |
| * Flexible to respond to the demands of the role, which can include some evening and weekend work * Able to travel to meetings as and when required * Ability to use Visual Display equipment on daily basis. | **D** | **A** |

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**Evidence:** Application (A); Interview (I); Presentation (P); References (R)