

Role Profile

Role Title:	Helplines Standard Co-ordinator and Assessor
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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:

- Act as the principal point of reference for the Helplines Standard.
- Identify opportunities and initiatives to further the development of the Helplines Standard.
- Promote the benefits of certification 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 certification.
- Maintain accurate digital records to monitor and manage all communications, updating CRM, diary management and submissions.
- Manage and develop the pipeline of assessments ensuring timely follow-ups
- Develop and deliver face to face, online or individual workshops.
- Engage members and non-members to undertake the certification.
- 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.
- Provide support to administration executives when required

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

Essential Experience and Skills:

Ability to engage and create opportunities that support HLP's certification 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 define our culture and are at the heart of who we are, what we do and how we do it. They 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.

Respect - we treat everyone with dignity and respect and champion the rights and contribution of helplines

Accountability - we are accountable to our members, to those who use their services and to those we partner with

Courage - we are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission

Collaboration - we work with others to maximise our impact, respect diversity and create space for continual advancement

Quality - we believe in quality, excellence and professionalism

Innovation - we are creative and agile, always learning, and are prepared to take calculated risks to accelerate change

Helplines Partnership is committed to inspiring its 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.

Acknowledgements

Signatures Required from Line Manager and Employee

Line Manager Signature: **Date:**

Employee Signature: **Date:**