



Brighton & Hove LGBT Switchboard

LGBT HIP SUPPORT OFFICER

Purpose of the Post

The main aim of the LGBT Health and Inclusion Project (LGBT HIP) is to engage and consult with lesbians, gay men, bisexual and trans (LGBT) people who live, work, study or socialise in Brighton and Hove on their healthcare and Council service needs, and other city-wide issues in order to influence future provisions. The project aims to be the bridge between the local LGBT communities and the Council, NHS and other services. LGBT HIP also aims to work with project partners to provide support to local LGBT community groups; support the local third sector so that it is more effective, equitable, efficient and sustainable in its engagement and response to the needs of LGBT people; support LGBT community development activities.

This post is jointly funded by Brighton & Hove City Council (BHCC) and Brighton & Hove Clinical Commissioning Group (CCG).

This is a part-time post (2 days / 15 hours per week), until March 2016 in the first instance (potential for extension until 31st June 2017 if further funding is confirmed). The post holder will be required to work flexibly, including outside office hours, as events sometimes take place in the evenings and at weekends. Time will be given off in lieu for such hours worked.

Salary

The salary corresponds to the NJC Spinal Points 22-25. The **starting salary will be fixed at £19,817 pro rata, per annum.**

Key Duties

1. To respond to enquiries about the project by telephone and email, and to refer or signpost callers appropriately.
2. To assist the LGBT HIP Project Manager in engaging local LGBT people in the work of the project. This will be achieved in various ways, including by posting on social media; preparing and sending out e-newsletters and bulletins; helping to organise community meetings and events - including booking venues, handling participant bookings, coordinating volunteers to attend and to run stalls, preparing event materials, and attending events.
3. To assist in research on the experiences, needs and views of local LGBT communities – including those of specific LGBT groups – by helping the Project Manager to prepare and send out surveys (online and offline), and to conduct interviews and focus groups. This may include helping to facilitate focus groups.

4. To assist the Project Manager in the preparation of reports and briefing papers, including helping to collate and present information gathered during research.
5. To assist the Project Manager in preparing presentations and trainings for a range of audiences e.g. gathering information and using Powerpoint to create slides.
6. To attend events organised by the CCG, BHCC, project partners and other local agencies, when required e.g. in the absence of the Project Manager, in order to receive and share information.
7. To help the Project Manager collect and collate monitoring data for all activities, including diversity monitoring, and to develop and maintain monitoring systems and processes to evidence project outcomes.
8. To work in a way that ensures the involvement of a diverse range of LGBT people and takes account issues of intersectionality and differences in LGBT peoples' experiences.
9. To work with volunteers in delivering project activities, including helping to recruit volunteers and coordinating volunteers to assist with events.
10. To help deliver the LGBTHIP workplan in collaboration with the LGBT HIP Project Manager, Switchboard's Director and commissioners, and to work towards agreed objectives and targets.
11. To attend supervision sessions with the line manager and contribute to team meetings.
12. To undertake all work in line with relevant legislation and Brighton & Hove LGBT Switchboard's policies and procedures.
13. To undertake any other duties that might reasonably be requested and are appropriate to the role.

PERSON SPECIFICATION

EXPERIENCE		
1	Experience of assisting with or coordinating community and/or research projects, including taking responsibility and ownership for small projects or specific aspects of larger projects	E
2	Experience of responding to enquiries and information requests, by telephone or email, and referring or signposting appropriately	E
3	Experience of using social media and other online tools (e.g. Mailchimp, SurveyMonkey), to promote projects, engage and consult with project participants and partners, and share project outcomes	E
4	Experience of organising meetings and events including booking venues, handling participant bookings, preparing materials, and attending events to ensure smooth running	E
5	Experience of producing or contributing to reports and other written communications, including undertaking relevant research and collating and analyzing findings	D
6	Experience of recruiting, coordinating and/or working closely with volunteers	D
7	Experience of working within, or closely with, the community and voluntary sector, including with projects and services for vulnerable people	D
8	Experience of facilitating small groups e.g. community consultation or focus groups	D
9	Experience of setting up and maintaining monitoring and evaluation systems for	D

	projects and services	
KNOWLEDGE		
1	A good understanding of the health, wellbeing and social issues affecting lesbian, gay, bisexual and transgender people and communities, including understanding of intersectionality and the specific issues faced by different LGBT people and groups e.g BME and disabled LGBT people	E
2	Good knowledge of technology, including social media and e-newsletters, and how it can be used to facilitate community engagement and consultation	E
3	Understanding of social research methodology and ethics and/or community consultation processes	D
4	Understanding of equality legislation and principles	D
5	Knowledge of the community and voluntary sector in Brighton & Hove	D
SKILLS AND ABILITIES		
1	Excellent organisational skills and proven ability to plan and carry through tasks to deadline	E
2	Good interpersonal and communication skills, both spoken and written, and a proven ability to deal with enquiries from a range of people by telephone and email, both courteously and efficiently	E
3	Excellent I.T. skills including competent use of Word, Excel and Powerpoint	E
4	Ability to use social media and other online tools e.g. Mailchimp, SurveyMonkey to facilitate consultation or research and to communicate with stakeholders	E
5	Able to support meetings and events, by preparing agendas and taking, writing up and circulating minutes	E
6	A proven commitment to promoting equality and diversity	E
7	Ability and willingness to work flexibly, including some evenings and weekends	E
8	Proactive, able to take initiative, and solve problems quickly and efficiently	E
9	Reliable, able work within a team in order to deliver a specific workplan	E
10	Ability to represent the project in a confident and knowledgeable way at meetings and events	E
11	Ability to contribute to funding bids for the sustainability of the project	D
12	Ability to edit web pages	D

The successful candidate will be subject to an enhanced DBS check.

How to apply:

Complete the application form, referring to the Person Specification above and return by email to maria.antoniou@switchboard.org.uk by **30th July 2014**.

Post funded by:



