



## **OVERVIEW**

Space East is a not-for-profit membership organisation supporting a diverse range of not-for-profit frontline service providers in the supported housing and homelessness sector in the East of England. They provide, for example, direct accommodation for single homeless people, people with enduring mental health support needs, those fleeing domestic violence and exploitation, ex-offenders, people mis-using drugs and alcohol and young people leaving care.

While these organisations are in no way homogenous, they share common aspirations and experiences, for example, within the national Supporting People programme framework and through their relations with statutory housing, health and social care commissioners.

Space East is currently seeking to create a step change in both its profile and its services to its members across the region. We are seeking a highly motivated and energetic individual to assist with this.

**JOB TITLE:** Membership Services Co-ordinator

**REFERENCE:** MSC\_09/08

**RESPONSIBLE TO:** Chief Executive  
Board of Trustees

**RESPONSIBLE FOR:** No line management responsibility

### **REGULAR COMMUNICATION WITH:**

**INTERNAL:** Chief Executive  
Organisational Support Manager, administrator and finance officer  
Trustees & Board of Management

**EXTERNAL:** Members  
A range of not for profit agencies  
Government and statutory services  
Our associate trainers

## **Part 1**

### **Job description**

#### **Summary:**

The post holder will be primarily responsible for support to our member organisations. These members are not-for-profit providers of services for the homeless and other vulnerable people with a need for support with their housing across the Eastern Region.

Primary tasks include

- Maintaining and developing our memberships services
- Pro-actively maintaining and increasing our membership
- Producing fortnightly briefings and quarterly printed publications
- Managing our website
- Administering our training

#### **Provide quality services to our existing members and to strengthen our membership base**

Tasks include:

1. To provide advice and support to member organisations on a range of practical topics such as where to access training and other services
2. To develop our membership package based on market assessments and to market this package and our services extensively
3. With the support of the Chief Executive, service a number of provider meetings, forums and networks across the region. This involves organising appropriate venues, minute-taking, inviting relevant speakers and carrying out action points as required.
4. Assist in planning an annual conference and a series of regular one-day seminars across the region.
5. Support the Chief Executive in maintaining the Focus on the Future network through organising venues, refreshments and circulating information.
6. Develop a Member Ambassador scheme with the Chief Executive to ensure that the not-for-profit supported housing and homeless sector voice is strengthened within the region at a strategic level.
7. Further develop the Member Mentoring Service with the Chief Executive

#### **Publications and website**

#### **Promote good practice in delivering services to homeless and vulnerable people.**

1. Maintain and develop our website using CMS
2. Source material, compile and edit fortnightly e-bulletins

3. Adopting a journalistic approach, source material, edit and coordinate our member publications – ‘Raising the Roof’ and ‘Managing Inclusion’ bulletin
4. Identify interesting and good practice in the region and promote it via the Space East magazines, briefings series, and websites.
5. Market our activities through various media

### **Administration**

#### **Ensure our membership services are efficient and value for money**

1. To maintain information on our membership and to correspond regularly not least on ensuring their membership subscription is up to date
2. Develop partnership arrangements with external agencies on services they might offer our members i.e. HR and legal services, insurance, specific discounted products
3. Ensure that accessible training venues are booked and managed across the region. To ensure that these venues provide appropriate accommodation, refreshments and audio-visual support for the successful running of training sessions.
4. Provide the finance officer with accurate lists for invoicing for each course and in-house arrangement.
5. Maintain and develop the Space East database.

#### **Other duties**

1. To produce information on support services provided by other infrastructure organisations and ensure that all relevant staff can use it to signpost members to and ensure reciprocal relationships are established to promote our services.
2. To work within the Space East policies and staff handbook requirements on Health & Safety, Diversity and, Equal Opportunities and all other Space East policies and procedures.
3. From time to time the Chief Executive may ask you to do other reasonable tasks not stated within this job description but commensurate with this job description which you will be expected to comply with.

PLEASE NOTE: This job description is current as at the date shown. In consultation with you, it is might change over time to reflect changes in the job.

## Part 2

### Person specification

**Reference: MSC\_09/08**

#### **Summary:**

The person who will be successful in application for this post will understand the environment in which not-for-profit sector providers of support and accommodation, operate in.

You will be enthusiastic about working to support other organisations to deliver quality services to the people they work with. You will be skilled in various means of effective communication and you will also be equally confident and effective working alone as you are in a team environment.

#### **Essential**

Applicants must illustrate the following in their application form, first stage assessment, interview and references:

#### **Knowledge and understanding**

- An understanding of the supported housing sector, Supporting People programme and the Homelessness Prevention agenda
- Customer service focussed
- Able to demonstrate achievement and success
- Evidence of successfully generating fees for services or accessing sponsorship and other sources of funding
- Experience in organising training programmes
- Experience and confidence in managing relations and providing information and support to organisations
- Familiar with working to organisational objectives and work-plans

#### **Skills**

- Excellent written and oral communication skills including using the telephone, in meetings and editing copy
- Experience of organising successful events
- A good track record of working to pressurised deadlines
- Demonstrable problem solving and analytical skills
- Well organised, with an ability to prioritise and manage multiple tasks
- Experience and competence in the use of IT – in particular Word, CMS, Internet & email
- A willingness to occasionally travel across the East of England (i.e. Ipswich, Cambridge and across counties)
- Able to work effectively within in a small organisation
- Able to relate well to others in a team
- Ability to work on own initiative, to be proactive and creative and to make decisions without direction.
- Ability to respect confidences and client / member confidentiality
- Have a commitment to equal opportunities and sensitivity to the needs of the client base.

**Desirable**

It would be an advantage to applicants if you can demonstrate the following:

- Experience of working in a support function within the not-for-profit sector
- A qualification at a degree level or equivalent.
- An understanding of the social enterprise model
- Evidence of further relevant study, training and achievement.

## **PART 3**

### **WORKING ARRANGEMENTS**

<b>LOCATION:</b>	1 <sup>st</sup> Floor, 36, St Giles Street Norwich, NR2 1LL. Flexible hosting and home working arrangements will be considered. However, we anticipate that some time will be based at the Norwich office.
<b>STARTING SALARY:</b>	£23,749 per annum
<b>CONTRACT:</b>	Permanent following successful completion of six months probation
<b>HOURS OF WORK:</b>	37 hours per week. Flexible arrangements and job share will be considered. The nature of the post requires working longer days and very occasional attendance at evening meetings and overnight stays. Space East operates a TOIL system and flexible arrangements can be agreed. Hours will generally be 9-5 Monday to Friday with core hours from 10am-12noon and 2pm-4pm. The arrangement for working your contracted hours may be varied in accordance with the needs of the post and after consultation with you.
<b>HOLIDAYS:</b>	25 days per annum. 8 statutory / bank holidays.
<b>PENSION:</b>	Space operates a stakeholder pension scheme details of which are available on request.
<b>EXPENSES:</b>	Travel and subsistence and any other expenses incurred in the pursuance of Space East activity will be reimbursed.
<b>SICKNESS BENEFIT:</b>	A statutory scheme operates after completion of six months service.
<b>TERMINATION OF EMPLOYMENT:</b>	One month's notice on either side.

THIS DOCUMENT IS NOT AN OFFER OF EMPLOYMENT  
NOR A STATEMENT OF TERMS AND CONDITIONS

## Our aspirations

### We seek the following outcomes from our services:

- There is a strong, influential and coordinated voice for the sector
- Services are informed and relevant resulting in improved benefits for end users
- Providers and commissioners develop flexible and tailored services in local communities across the region
- Providers are well informed and skilled to deliver quality and fit for purpose services
- There is greater and improved collaboration across the sector based on shared values and strengths

#### **Organisational development**

During 2008-2011, 25 frontline not-for-profit agencies per year will quantifiably improve their frontline services as a result of a programme of tailored and direct organisational support. This service will pay for itself by March 2010.

#### **Partnership development**

During 2008-2011 we will broker and facilitate a minimum of 5 partnership agreements per year that strengthen the collective capacity of providers to tender for the delivery of services and to increase the efficiencies of their services through collective purchasing.

#### **Workforce development**

By 2009, we will provide a range of accredited skill development opportunities, quantifiably increasing the skills base of a minimum of 350 individuals per year. This service will generate a surplus by March 2010.

#### **Research and policy development**

During 2008-2011, in-depth annual analysis of our member's collective impact and other complementary research will form the evidence to press for the commissioning of related provision. This service will generate a surplus by March 2009.

#### **Advocacy**

During 2008-2011, Space East will provide a much greater level of strategic engagement with public and statutory bodies, delivered through a 'membership ambassador' programme and an establishment of a Regional Not-for-Profit Supported Housing and Homelessness Assembly.

#### **Infrastructure**

During 2008-2011, a minimum of 180 providers of supported housing services in the East of England will turn to Space East as the leading source of support, knowledge and association.