



Job title:	<b>Information and Support Advisor</b>
Reporting to:	Information & Support Services Manager
Contract:	Permanent
Hours:	Full-time, 35 hours per week.
Salary:	£24,000 – £26,000 (dependent on experience)
Place of work:	The successful candidate can be based remotely, but will be expected to attend The Migraine Trust office in London as needed
Job purpose:	<ul style="list-style-type: none"><li>• Play a key role in the development and delivery of a range of information, support and engagement opportunities for people affected by migraine.</li><li>• To support the Information and Support services deliver a core suite of support activities for people affected by migraine, including our helpline and virtual support opportunities.</li><li>• To enable The Migraine Trust to involve people affected by migraine in all aspects of our work.</li></ul>

### **About The Migraine Trust**

The Migraine Trust is the UK's lead migraine charity. There are 10 million people living with migraine in the UK, this is greater than the number of people living with diabetes, asthma, and epilepsy combined. We provide support, information, campaign for awareness and change to reduce inequity surrounding migraine as well as funding and promoting research.

With one in seven people in the UK living with migraine we see on a daily basis how this complex and debilitating neurological disorder significantly affects so many aspects of their lives, from work, school and personal relationships and feelings of isolation. We have been leading and bringing the migraine community together to change this since 1965.

People look to the charity for the most up to date information and every year over two million people visit our website and thousands contact our helplines for information and support on all aspects of migraine and for help in managing it at work, in education, and in accessing healthcare.

We campaign for increased awareness and understanding of migraine, better access to treatments and national policy change to improve the lives of people who get it. We aim to improve our impact and influence.

We have funded over 140 medical research projects and hold an international symposium every two years to bring together the world's leading experts on migraine as well as providing an opportunity for the general public to hear the latest news from research around the world.

You will be joining a small and dedicated team at an exciting time, and a charity that is looking to grow and ambitious to increase its impact.

**About the role:**

The Information and Support Advisor (community engagement) will help us grow our reach and better support people affected by migraine. We are looking for a dedicated and passionate individual to make a real difference to people affected by migraine.

The ideal candidate will be engaged and willing to learn. They will be an excellent communicator who is good at self-motivating and has experience in building meaningful relationships with a range of stakeholders.

Existing knowledge of community engagement and support services would be welcome. However, it's more important to us that you have the passion and drive to grow in this role, make a real difference for people affected by migraine and develop your own skills and knowledge.

**Key responsibilities:****1. Support the delivery of The Migraine Trust's Information and Support services**

- a. Actively participate and feed in to the development of support and information services.
- b. As required, answer and respond to helpline enquiries on all aspects of migraine.
- c. Support the team to develop and deliver content and resources so people affected by migraine have access to the information they need.
- d. Capture client data maintaining up to date records in line with the Trust's confidentiality and data protection policy.

**2. Develop and deliver a range of new support opportunities for people with migraine such as**

- a. Piloting virtual support/self-management groups
  - i. Research and develop a pilot plan for delivering virtual support and self-management groups for people with migraine.
  - ii. Deliver and evaluate the pilots.
  - iii. Alongside the Information and Support Services Manager use this to develop further support opportunities for people with migraine.

**3. Scoping the need and potential to deliver a range of community awareness events with relevant stakeholders such as**

- a. Build relationships in local communities to deliver migraine awareness events
- b. Develop a team of community awareness volunteers to deliver migraine awareness sessions in their local area
- c. Develop a range of awareness materials to support these sessions.
- d. Deliver awareness raising sessions on migraine.
- e. Support the Information & Support Services Manager develop resources on migraine e.g. webinars.

**4. Plan, market and deliver a calendar of public information (Managing Your Migraine) events on migraine**

- a. Identify topics and themes for the events, including gaps in audiences and topics.
- b. Work with people affected by migraine to ensure the events meet their needs.
- c. Build relationships with Healthcare Professionals to deliver a calendar of events.
- d. Seek feedback and evaluate the events to ensure they are having a positive impact.

**5. Work with the Information and Support Services Manager on the day to day running of The Migraine Trust Involvement Panel**

- a. Review and manage membership of the panel.
- b. Alongside colleagues identify development and engagement opportunities for the panel.
- c. Promote the use of the panel internally, supporting colleagues to take responsibility for their areas of the panel, and externally.
- d. Liaise with colleagues to provide quarterly updates to members.
- e. Deliver an annual 'get together' for members.

**General responsibilities:**

- Stay up to date with developments and new learning in migraine, education and employment changes through reading, training, attending events and networking.
- Work with the Communications team to ensure communication channel content reflects the needs of people affected by migraine.
- Work with the Fundraising team to identify, support and champion fundraising opportunities.
- Support colleagues across the organisation with special projects, as needed.
- Some weekend and evening work will be required.
- Represent the organisation at external events, as required.
- Abide by the charity's policies, practices and values.
- Be a supportive and participatory member of the team, and the organisation.
- Support development of organisational strategy and budgets.
- Be self-sufficient and able to act on own initiative.
- Develop a good understanding of external regulations such as data protection.

**Person specification:**

<b>Experience and knowledge</b>	
Ability to deal with enquiries sensitively and professionally.	E
Experience and ability to provide information in an objective and non-judgmental way.	E
Experience of handling confidential information and complying with relevant policies and procedures.	E
At least two years' experience of providing information or support services.	D
Experience of delivering information and awareness sessions to a range of audiences, including presenting to groups and facilitating meetings and workshops.	D
Experience of building and developing relationships with a range of stakeholders	D
Knowledge and experience of user engagement	D
An understanding of migraine and other headache disorders.	D
An understanding and awareness of the issues people affected by migraine face.	D
Knowledge and understanding of the NHS.	D
Experience within the voluntary or healthcare sector.	D
Awareness and understanding of the Equality Act 2010 and Disability Discrimination Act 1995.	D
Experience of working with or supporting volunteers.	D

<b>Personal attributes and skills</b>	
A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.	E
Excellent communication and active listening skills.	E
Ability to problem solve.	E
Excellent IT skills including MS Office, internet and databases.	E
Able to hit the ground running and remain calm under pressure	E
Feel at ease communicating with a wide range of people, confidently building and maintaining relationships	E
Excellent attention to detail and organisational skills.	E
Able to recognise and respect different perspectives, and be open to new ideas and views of others.	E
Able to read, understand and disseminate complex information in Plain English.	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
A flexible approach to work, including willingness to work occasional evenings and weekends and in different locations, as needed.	D
Able to attend The Migraine Trust office in London, as needed.	D

**E = essential**

**D = desirable**

## **Benefits**

### Holiday

We offer 25 days holiday a year (excluding bank holidays), which increases for each year of service up to a maximum of 30 days.

### Pensions and other benefits

During each year of your employment we will contribute 8% of your salary subject to you contributing an amount equal to at least 4%. We also offer a generous Death in Service scheme.

### Perkbox

We are always looking at how to create a positive workplace which rewards and supports our employees. We have partnered with Perkbox to offer discounts and rewards including hundreds of retailers, free weekly offers, access to online fitness classes, a birthday gift and personal development through online training. And with the wellbeing of our employees being core to our values we want to ensure they are happy and healthy and you would also have access to an Employees Assistance Programme including a free confidential helpline.

### Training and development

Our people are our best asset. We want you to thrive and reach your full potential, both professionally and personally. We have a generous training budget, and you will be given time to make use of it.

As a small organisation, we can give you opportunities to quickly grow in your role, to gain new experiences and develop new skills. We hope you use this to help drive The Migraine Trust forward, but also to have developed new skills and experience that you can use throughout your career.

The Migraine Trust is an equal opportunities employer and we welcome applications from all suitably experienced persons regardless of their race, socio-economic backgrounds, gender, disability status, ethnicity, religion/faith, sexual orientation, or age.

## **To apply**

Please send your CV and a covering letter (nor more than two sides of A4) to Bernie Doyle, on [bdoyle@migrainetrust.org](mailto:bdoyle@migrainetrust.org).

When writing your cover letter, please ensure that you provide specific examples to demonstrate your competencies, achievements and skills addressing the specific criteria set out. Applications without a covering letter will not be considered.

If you have any questions about the role please contact Bernie Doyle on the email address above.

Closing date for application: **Friday 4<sup>th</sup> February 2022**

Interview date: **15<sup>th</sup> February 2022 (via Zoom)**