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| Job title: | **Information and Support Advisor** |
| Reporting to: | Head of Information and Support Services  |
| Contract: | Permanent |
| Hours: | Full-time, 35 hours per week. |
| Salary: | £28,000 – £30,000 (dependent on experience) |
| Place of work: | This is a remote working role with a requirement to attend overnight connection days in the London office 3-4 times a year. The charity is very happy to have a conversation around the flexible needs of candidates. |
| Job purpose: | * Play a key role in the day-to-day delivery and development of our support services and patient engagement opportunities for people affected by migraine.
* To support the Information and Support Services team deliver a core suite of support activities for people affected by migraine, including our helpline, email, Live Chat, virtual and face to face support opportunities.
* To support the organisation in delivering presentations on migraine to workplaces.
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**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 equivalent to the number of people living with diabetes, asthma, and epilepsy combined. We provide support, information, and campaign for awareness and change. We are dedicated to reducing inequity surrounding migraine.

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.

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 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.

People look to the charity for the most up to date information and every year nearly 1.2 million people visit our website. Thousands contact our support services for further information and support on all aspects of migraine, including help in managing it at work, in education, and accessing healthcare. Demand for our services is growing every year and and last year saw a 25% increase in those coming to us for support compared to the year before. This role will help us increased our capacity so that everyone with migraine gets the support they need.

This is a really exciting time to be joining a small and dedicated team within a growing charity that has big ambitions to increase its impact.

**About the role:**

The Information and Support Advisor will help us grow our reach and better support people affected by migraine. We are looking for a dedicated and passionate self-starter with the ability to prioritise their own workload whilst supporting our community.

The ideal candidate will be engaged and willing to learn with a proven track record of delivering support services within the charity sector. They will be an excellent communicator who is good at self-motivating in a remote role and has experience in building meaningful relationships with a range of stakeholders. They will also be able to multi-task on a daily basis by supporting our service users through a range of platforms.

Experience of supporting service users face to face, being able to extract data for reporting, grow existing services and the ability to deliver presentations would also to desirable.

**Key responsibilities:**

1. **Support the delivery of Information and Support to people affected by migraine**
	1. We are looking for someone with demonstrable experience of providing support and information across a range of services.
	2. You will have excellent support service skills and be able to communicate complex health information to a range of service users and stakeholders.
	3. Identify gaps in existing services and explore additional services that could be offered.
	4. Capture client data maintaining up to date records in line with the Trust’s confidentiality and data protection policy.
2. **Work with the team to plan, market and deliver a calendar of public information (Managing Your Migraine) events on migraine**
	1. Identify topics and themes for the events based on service user feedback, including gaps in audiences and topics.
	2. Work with people affected by migraine to ensure the events meet their needs.
	3. Build relationships with Healthcare Professionals to deliver a calendar of events.
	4. Seek feedback and evaluate the events to ensure they are having a positive impact.
3. **Work with the Head of Information and Support Services to deliver presentations to workplaces**
	1. Liaise with workplaces who express an interest in educating their employees on migraine in the workplace.
	2. Deliver these presentations virtually.
	3. Seek and review evaluation of these events.

**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 in a remote role.
* Develop a good understanding of external regulations such as data protection.

**Person specification:**

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| **Experience and knowledge** |  |
| 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 including GDPR | E |
| At least one years’ experience of providing information or support services | E |
| Ability to multitask  | E |
| Ability to work remotely and also build strong relationships  | E |
| Experience of delivering information and awareness sessions to a range of audiences, including presenting to groups and facilitating meetings and workshops | D |
| Experience of extracting data and producing reports based on this data | D |
| Experience of working with a CRM database | D |
| Experience of building and developing relationships with a range of stakeholders | D |
| Experience of delivering face to face support  | D |
| Experience of planning and managing virtual and face to face support events  | D |
| Experience of presenting  | 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 |
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| **Personal attributes and skills** |  |
| 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, which increases for each year of service up to a maximum of 30 days. Plus bank holidays and an extra day off on your birthday.

*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% (including tax relief).

Hospital Saturday Fund

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| As a member of the team, you will be enrolled onto a HSF health plan, where you will receive a variety of benefits. |

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| HSF health plan includes over 30 benefits: cashback for dental and optical bills, hospital stays, vaccinations, a 24/7 GP advice line and HSF Perkbox, a discounts service.  |

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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 (no more than two sides of A4) to Debbie Shipley, at recruitment@migrainetrust.org stating this role title.

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. Please note that if you have not heard from us within two weeks of the closing date unfortunately on this occasion you have been unsuccessful.

If you have any questions about the role or if you would need any adjustments making for the interview process, please contact Debbie Shipley on the email address above.

Closing date for application: **5pm 26th January 2025**

Interview date: **3rd February 2025 (via Teams)**