RECRUITMENT PACK – MEMBER SERVICES OFFICER

Southwark Charities Ltd (Charity Reg No 1137760) is the sole trustee for a number of charities concerned with the support and welfare of older people within the Borough of Southwark.

Currently the charity maintains one almshouse in Walworth and is redeveloping a site in Blackfriars which is scheduled to open in 2028. We are designing and planning a new almshouse on the Walworth site which will begin construction in 2028.

In addition to the provision of affordable housing, we provide a programme of outings and events, and modest annual discretionary payments, for approximately 200 people from the local community and currently provide grant funding to local organisations who support older people.

We have an ambition to increase our investment and support for the older community, primarily through a significantly larger grant-making capacity and larger membership base resulting from our development programme.

Our full programme, history and latest news can be found on our website www.southwarkcharities.co.uk

Job Description and Person Specification

Job Title :	**Member Services Officer**
Place of work :	St Mary Newington Close, SE17 2LP and Edward Edward's House, SE1
Reporting to:	Operations Manager
Hours of work:	3 Days, flexible Mon-Friday, office based.
Holidays :	20 days including allowance for statutory holidays
Pension: up	Minimum employer contribution of 4% after probationary period, plus to an additional 4% to match employee contributions of 4%
Salary :	£43,350 pro-rata being £26,009 per annum

Main areas of responsibility:

Almshouse residents

1. Maintain confidential records of Residents' personal, medical and next of kin details
2. With the Operations Manager, conduct annual residency checks to ensure the residents are adhering to the terms of their occupation licence.
3. Assist the residents with any social services/benefits/welfare matters and be the first point of call for any disputes or complaints amongst residents with the aim of reaching a resolution quickly and fairly.
4. Conduct regular home visits to check on welfare and health of residents.
5. Act as first point of contact for relatives or professional services regarding the wellbeing of residents.
6. Develop a programme of social, health and wellbeing activities to help tackle social isolation and encourage good neighbourly behaviour.
7. With the Operations Manager, deal with maintenance or emergency issues relating to residents' properties.
8. Assist with administration of new applications for residency and the interview process.

Members from wider community

1. Devise & deliver a programme of trips, outings and other social events for members.
2. Accompany members on said trips to ensure their safety and assist as necessary.
3. Co-ordinate all promotional materials, booking systems, casual staffing and suppliers in relation to trips and outings.
4. Review eligibility of existing members with the Operations Manager on an annual basis & maintain database of members.

Communications

1. Produce a quarterly newsletter for residents and members ensuring it is accessible and provides relevant, timely information about the Charity, wider support available and upcoming activities.
2. Promote local services to beneficiaries, including those in receipt of grant funding that would benefit residents and members.
3. Occasional attendance at outreach and networking events may be required to promote the services.
4. Help manage the residents' "WhatsApp" group, noticeboards and signage in the Almshouses.

Resources

1. Manage approved budgets for allocated trips, outings and events.
2. Manage petty cash for activities & office equipment.

General Administration

1. Assist Operations manager with maintaining, servicing and equipping the office.
2. Provide office cover for core operational hours.
3. Provide reports and updates for Trustees as and when requested.
4. Attend annual away day and any meetings as requested by the Trustees.

Person Specification

	Essential	Desirable
Education & Qualifications	Educated to degree level or relevant professional qualification	
Experience	2 years' Experience of Community and Development work Experience of planning and delivery of community-based activities and trips Experience successfully advocating on behalf of beneficiaries Experience of office processes and systems and able to work with technology, eg databases, email, spreadsheets etc	Experience of working with older people in a housing or community setting Experience of using Word press, desk top design sites (eg Canva) or willingness to learn Experience of mediation or relationship management
Knowledge	Knowledge of issues facing older people and people in disadvantaged neighbourhoods Knowledge of health-related issues affecting older people Knowledge and practical implementation of risk assessment process	A knowledge of legislation affecting older people A first aid at work qualification or willingness to train
Skills/Abilities	Excellent oral and written communication skills Ability to set priorities and manage workload	Willingness to multitask and assist in emergencies
Personal Qualities	Personable and professional with the ability to care and be non-judgemental.	

	Tact, diplomacy and confidentiality within safeguarding parameters Ability to be empathetic and act with concern and integrity	
Other	The post holder is required to have a DBS check A working understanding of the Equalities Act and experience of working with people with protected characteristics	

To apply please send:

- Your CV
- A covering letter, no more than 2 pages, outlining your suitability for the post. Please refer to the Person Specification attached.
- A completed Equalities Monitoring form

Please send WORD documents so we can anonymise the applications received for consideration by our shortlisting panel

TO – operations@southwarkcharities.org.uk

By mid-day on the 7th of January 2024

Only shortlisted candidates will be contacted

Interviews 22nd and 23rd of January 2024