



Mermaids Summary

Mermaids is the only UK-wide charity working to support thousands of transgender or gender non-conforming children, young people and their families. Mermaids overarching aim is to create a world where gender diverse children and young people can be themselves and thrive; to this end, our goal is to relieve the mental and emotional stress of all those aged 19 years and under who are gender variant, as well as to promote education and awareness. We offer information, support, friendship and shared experiences to young people and their families, as well as providing some local and national opportunities to meet others. We achieve these charitable aims through our helpline as well as training, parent and teenager support groups and a wide variety of events, all supported by our volunteers.

Service Development Officer Role Description

Purpose of the role

As a growing charity Mermaids has been successful in raising awareness of the difficulties facing transgender children and young people, and campaigning for better education, treatment and acceptance of the same. The work that we do has expanded, and we now need to recruit three Service Development Officers. Delivering the National Lottery Community Fund Grant, you will work with volunteers to set up and run groups, ensuring their sustainability. As the main point of contact for many stakeholders and staff you will have a varied workload and must be able to manage conflicting priorities. You will also deliver Mermaids training to organisations including Schools, CAMHS, Fostering Agencies and the Police, ensuring transgender children and young people are supported appropriately, raising awareness and understanding.

Key objectives

- Deliver the Mermaids National Lottery Community Fund Project in line with funder requirements

Key responsibilities and duties

- Work with the Local Groups and Training Manager to deliver a volunteer programme for recruitment, selection, management and supervision of new volunteers to enable expansion of the local groups, with a minimum expectation of 3 new groups created per annum
- Manage volunteer grievances and promote cooperation and interest in serving Mermaids
- Work closely with the Local Groups and Training Manager to maintain consistency of approach as many volunteers will be active in the helpline, moderation and events services as well as local group delivery
- Develop standard operational procedures for creation and delivery of groups
- Measure, and report on, the success of Mermaids groups including families and young people attendance, geographic scope of attendees and growth
- Document all steps taken to deliver services for effective reporting
- Deliver high quality training to all types of agencies, including but not restricted to Schools, the NHS, CAMHS, Social Services, Government and Corporates, with direction of the Local Groups and Training Manager
- Manage own time effectively and ensure attention to detail at all times

General responsibilities and duties

- Conduct the duties of the job description in accordance with the operational policies of Mermaids, including but not limited to the diversity policy and code of conduct.
- To embed a culture of accessibility and inclusion within all work.
- Maintain good working relations with staff, volunteers and other stakeholders.
- Contribute to the general administration and delivery of all Mermaids' programmes, events and overall objectives.
- Manage own time effectively and ensure attention to detail at all times.
- Undertake any other reasonable duties as may be required such as attending events and residential.

This is an outline role description and may be subject to change in consultation with the post holder.

Service Development Officer Person Specification

- Proven relationship manager
- Proven volunteer management skills, with experience of recruiting, selecting, training, managing, supervising and supporting volunteers
- Experience of training delivery, although training will be given
- Excellent written and verbal communication skills including telephone skills
- Excellent report writing experience
- Strong team player with excellent interpersonal skills, able to relate appropriately to a wide range of people
- Strong IT skills, including the use of the Microsoft Suite, experience of inputting data into a CRM and/or database would be advantageous
- A good understanding of diversity, inclusion and equality issues – knowledge of transgender or gender diversity issues would be particularly welcome
- Committed to aims and objectives of Mermaids

Service Development Officer Role Description

Place of Work

Suite 4 Tarn House, 77 The High Street, Yeadon, Leeds, LS19 7SP for a monthly or weekly team meeting (dependent on location), with the option of home working for the remainder of the working week.

Working Week

This is a permanent position, 24 hours per week. Mermaids normal (full time) hours are Monday to Friday from 9.30am to 5.30pm, however the demands of this post require a flexible approach to both timing and duration of the working day, with evening and weekend working to deliver services plus engage with volunteers when they're available, therefore agreement will be made on hours worked with the CEO at interview.

Time off in lieu will be given, subject to contractual terms.

Salary Scale

The salary will be £16,000.00 per annum (based upon £24,000 full time pro rata). You will be paid monthly by credit transfer to your bank account on the 20th day of each month. Please be aware that this will be salary for the whole calendar month so that (assuming pay date may not be the last day of the month) some of your salary will be in arrears and a proportion will be in advance.

Annual Leave

The full time core holiday entitlement is 25 working days per year plus 8 Public Holidays. Pro rata entitlement for this post will be 23 days per annum **including** Public Holidays. Bank holidays are: New Year's Day, Good Friday, Easter Monday, May Day, late Spring holiday at the end of May, Late Summer holiday at the end of August, Christmas Day and Boxing Day. The days taken as leave will be at the discretion of your line manager.

Pension

Mermaids will contribute 6% of salary to the Mermaids pension scheme, 2% will be automatically taken from your salary as the employee contribution.

Probation & notice

The post is subject to a six month probationary period. During this period you will be entitled to receive, and are required to give, at least one weeks' notice of termination, which must be in writing. After successful completion of your probationary period you are entitled to receive, and are required to give, at least one months' notice of termination, which must be in writing.

HOW TO APPLY:

Send your CV to recruit@mermaidsuk.org.uk, accompanied by a **500 word** covering letter outlining what your employment would bring to the charity. Applications not in the specified format or submitted past the deadline may not be considered.

Deadline for applications: 10th June 2019

Interview dates: Interviews will take place by phone, second stage will be to attend a face to face interview in Leeds at our premises.

Start date for the role: subject to notice period required, July/August 2018.

Due to the high volume of applications that Mermaids receives per position we are unable to provide feedback on individual applications or answer questions from applicants. If applicants have not been contacted by the end of the 12th June 2019 then they should assume their application has not been successful.

Mermaids is an equal opportunity employer.

Due to the nature of this role, the successful applicant will be required to pass an Enhanced Disclosure and Barring Service (criminal records) check.