**BRANCH, MEMBER AND Wellbeing OFFICER**

**Role Profile and Person Specification**

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| **Role:** | Branch, Member and Wellbeing Officer |
| **Responsible to:** | Head of Branch, Member and Wellbeing |
| **Hours of work:** | 37.5 hours per week |
| **Location category:** | Field based with agile working practices this means that there is Na expectation to spend approximately 60% of your time visiting our stakeholders with the remainder of your time spent working from home. |
| **Driver Status:** | Essential |

**Main purpose of the role**

The Branch, Member and Wellbeing Officer (BMWO) is central to achieving the Association’s purpose, ensuring we reach and support those in need, through close links with our membership and branch network. The role focuses on the wellbeing of members, with specific responsibility for the management and development of localised wellbeing engagement and activity within their geographical area of responsibility. The role is also pivotal in contributing to the development, implementation and delivery of the Association’s overarching wellbeing strategy.

The role reports to the Head of Branch, Member and Wellbeing and will ensure a collaborative approach to our wellbeing offering, working in partnership with regionally based peers and maintaining close connection with both internal colleagues, in particular Clubs Development Manager, Branch Governance Officer and regional casework team(s), in addition to forging strong links with members, branches, volunteers, third-party organisations.

**Primary responsibilities**

* Provide guidance and oversight to the Association’s members and branches to ensure effective and consistent working practices which enable the provision of high quality wellbeing services by:
  + Supporting member and branch wellbeing activities and services
  + Focusing on the opportunity to increase sustainability and viability of branches
  + Increasing the number of identified volunteers who regularly contribute to their branch activities
  + Supporting branches to meet their governance and legislative requirements
* Contribute to the implementation, review and development of member and branch wellbeing policy, procedures and practice to comply with best practice principles and legislative requirements.
* Analyse of the performance and viability of branches, reporting to the appropriate Area Council and to HQ.
* Assist the Clubs Development Manager to support the effectiveness of branch clubs.
* Monitor, track and report branch and club annual reporting requirements as per charity legislation and Association governance.
* Provide advice, guidance, leadership, and support to the Area Councils within their area of responsibility.
* Provide support to the delivery of the Area Conferences in their area of responsibility.
* Prepare Area Annual Reviews.

**MBWO Scotland, Northern Ireland and Borders will be required to travel to NI on a regular basis (monthly/ six-weekly as appropriate) to support members and branches within the Province.**

**This role profile is intended to represent the core criteria of the role rather than providing an extensive list of tasks. In addition to the responsibilities listed above, all employees are required to observe the Association’s commitment to Health and Safety and Safeguarding as outlined in the Employees’ Health & Safety & Safeguarding Commitment.**

**This post is subject to PVG check due to its requirement of working with vulnerable adults.**

**BRANCH, MEMBER AND Wellbeing OFFICER**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education/**  **Qualifications** | * Qualified to Level 5, foundation degree or equivalent experience in management, leadership, sales or marketing. | * Evidence of Continuous Professional Development (CPD) |
| **Knowledge and Experience** | * Strong experience of relationship management or customer-based account management with demonstrable evidence of relationship management techniques. * Experience of identifying risk and undertaking risk assessments * Experience of embracing and driving change in pursuit of excellence. * Experience of managing H&S and undertaking risk assessments | * Previous and recent RAF service * Awareness of the work of the Association * Understanding of charity, club licensing and gaming legislation, employment law and property management. |
| **People management** | * Excellent inter-personal skills with the ability to motivate, persuade and influence others * Ability to show empathy and understanding while remain task focused | * Experience of working with volunteers * Experience of conflict resolution |
| **Communication and Relationships** | * Outstanding written and verbal communication and social skills, with the ability to communicate complex concepts and ideas with clarity and passion * Highly persuasive and influential with strong record of effective networking and building long-term relationships |  |
| **Decision Making and Problem Solving** | * Able to set targets, prioritise demanding workloads and work under pressure to meet strict deadlines and make decisions autonomously. * Able to show empathy and understanding while remain task focused. | * Prince 2 (or equivalent) project management qualification |
| **Financial & Physical Resources** | * Experience of working to and meeting stretching targets and an ability to interpret business information/budgets and apply these to practice * Experience of financial planning, monitoring, and budgetary control of multiple streams. | * Experience of financial planning and producing, running annual budgets |
| **Information** | * Able to analyse and interpret complex information, identifying recommendations to improve the quality. * Knowledge of DPA, GDPR and PECR and its application to the management of personal data. | * Experience of using Salesforce |
| **Physical/**  **Mental Effort** | * Able to work under pressure to meet competing, target driven deadlines * A driving licence is essential due to the need for frequent travel, along with experience of driving small commercial vehicles as the role will be allocated a van. |  |
| **Working Conditions** | * May be required to work occasionally outside normal business hours, including regular evenings and weekends away from home for which time off in lieu will be granted |  |