



MPS Society

Job Title: Head of Projects & Communities

Reporting to: Senior Head Patient Services & Clinical Liaisons

Hours: Full time 35 hours per week (part time with a minimum of 28 hours may be considered for the right candidate)

Location: Amersham office/hybrid/home working options

Join our team at the MPS Society, one of the leading rare genetic disease charities in the UK aiming to transform the lives of individuals and their families affected by MPS, Fabry and other related lysosomal diseases.

The Support & Communities teams raise awareness and provide direct support, practical guidance and other patient focused activities to over 1500 members and their families, UK-wide. They also provide resources and facilitate project work such as youth engagement, advisory boards, and support groups, as well as leading on support focused social media.

As Head of Projects & Communities you will be responsible for developing further our patient focused services/activities and devising future support programmes for our community.

This is a new and exciting role suitable for someone who is passionate about transforming the lives of those affected by our conditions and that of their families. You will need to have prior experience of effectively managing projects from initial research through to budgeting, delivery, review and further development. This role will initially be supported by a Support & Communities Officer, and there is an intention to grow the team further, therefore mentoring / management experience is required, preferably within a health and social care or related field. You will require strong organisational and communication skills along with the confidence to build excellent working relationships, produce accurate monitoring/evaluation reports and work in collaboration with key departments within our organisation.

You will be responsible for ensuring that all project requirements, schedules, deadlines and projects are on track. You will also work closely with the Support Service, to identify and respond to the needs of the communities we support. This role will lead the Fabry project and community development.

Prior knowledge of MPS and related conditions is not required as in-depth support and training will be provided. You will be required to develop expertise in MPS and related conditions, and the needs of those affected by these progressive, life-limiting conditions.

Join us and you will be working with a skilled, dedicated and supportive team. We offer flexibility in working hours, free on-site parking, a competitive salary, pension contributions, life assurance (subject to the conditions of the scheme), 5 weeks annual leave (increasing after 5 years' service), extra leave between Christmas and New Year and an Employee Assistance Programme.

We encourage candidates to view our website to find out more about us and the community we serve.

For an informal discussion about the role or the work of the MPS Society, please contact Sophie Thomas or Barbara Cotterell on 0345 389 9901.

Key responsibilities:

- Develop and implement a cohesive project delivery strategy in line with the strategic goals of the organisation
- Develop, manage and deliver successful community programmes in collaboration with various external business partners to a high standard.
- Lead and further develop social media content and communications for the support service, ensuring policy compliance and appropriate safeguards.
- Lead Fabry project and community development.
- Hold a small caseload, when needed (where relevant) to support service delivery to our community.
- Responsible for deputising in the absence of the Head of Support. Supporting with all aspects of management, organisation and development as required.
- To collaborate with external stakeholders in the interests of our communities and service development.
- To act as a deputy safeguarding lead and one of the online safeguarding leads for the organisation.
- Gain knowledge and understanding of MPS and related conditions, keeping up to date with developments and advances in care and treatment options.
- Develop a good understanding of the interactions with, and between, patients, caregivers, healthcare providers and our organisation.
- Build excellent relationships with key service providers, physicians, nurses and other stakeholders to enable continuous improvement of service programmes.
- Collaborate with teams across all disciplines on project proposals/requirements, to ensure the successful delivery of programmes identified.
- Develop and grow the Projects & Communities Team, expanding the breadth of our service offer in response to community consultation and feedback.
- Communicate regularly with other managers and external business partners to ensure transparency around project development, progress and outcomes.
- Liaise, communicate and work with the Head of Support to ensure relevance and accuracy of resources and service offer.
- Liaise with the Head of Fundraising regarding funding proposals to support ongoing delivery of projects and future programmes.
- Liaise with the fundraising team to ensure that the project delivery team is providing information required to develop compelling proposals to a range of supporter audiences.
- Working with Head of Support to develop new services in response to the needs of our communities identified through feedback and consultation, and in line with the strategic goals of the organisation.
- To work with the Head of Support to identify project related events gathering feedback from the community to help inform the events programme
- Prepare budgets and develop/ maintain relevant operating procedures for services
- Develop an evaluation method to assess service delivery strengths, programme risks, customer satisfaction, team performance and identify areas of improvement
- Ensure reporting, monitoring and evaluation processes are robust and provide the necessary information to the Senior Head of Patient Services & Clinical Liaisons, Group Chief Executive and Trustees
- Participate in day-to-day project delivery activities

General areas of responsibility:

- Participate in appropriate team and organisational meetings.
- Engage in regular one-to-one meetings and an annual performance review with line manager.
- Represent the MPS Society and its community by attending and participating in UK and international conferences and events. This will require some travel and out of hours working.
- Participate in and support the delivery of MPS conferences and events as appropriate.
- Assist with any other reasonable duties as requested by your line manager.

Changes to key responsibilities

- If for any reason it is necessary to make changes to the key responsibilities this will be discussed in advance between the post holder and the supervising line manager.

Essential requirements:

- Eligibility to work in the UK.
- This is an essential car user post. The applicant must hold a current UK driver's licence, with no more than 6 points and be able and willing to drive UK wide as required.
- **Disclosure & Barring Check (DBS)**
The MPS Society is a charity that provides a range of care, support and activities for children and adults at risk throughout the UK. This is provided through our dedicated support and advocacy service, telephone helpline and out of hours' support, clinical research, online activities and forums, annual events, patient expert meetings, focus groups and conferences. MPS staff, trustees and volunteers may be asked to be involved in the delivery of its regulated services and activities.

This post is exempt under the Rehabilitation of Offenders Act 1974. Due to the sensitive nature of the duties undertaking, the post holder will be expected to undertake a DBS check as part of the recruitment process.

Further information:

Location and working hours:

This post is primarily based in our Amersham office, however the MPS Society recognises the importance of flexible working and support our staff to achieve a good work-life balance.

You may be required to travel UK wide and internationally as part of this role. This may include early morning and/or evening working, overnight stays or weekend working. We have policies in place to ensure that any unsociable hours worked are fairly compensated.

The Support Team operates an out of hours advice service 5pm to 10pm weekdays and 9am to 5pm weekends, bank holidays and at times of office closure. This service is managed by the Head of Support & Communities.

Salary will be agreed according to experience and pro-rata for part time hours.

Person specification:

As the ideal candidate, you will be a team player who enjoys working as part of a small, dedicated team and have:

- Eligibility to work in the UK
- GCSE grade 5+ (A-C) or equivalent in English and Maths.
- significant experience of working with individuals with disabilities in a direct support role within health and social care, education or related field including a knowledge of relevant assessment processes.
- knowledge of the needs of individuals with disabilities and their families; and an awareness of Equality, Diversity, and Inclusion.
- Experience in developing/leading patient programmes or services.
- Experience in developing and implementing a project delivery strategy.
- Experience of coordinating funded projects, recognising and meeting donor requirements.
- Experience of managing relationships with third parties and/or partner organisations.
- Experience of working across a number of teams to establish and coordinate projects.
- Experience managing and developing staff including setting and monitoring targets.
- Experience managing and monitoring budgets.
- Good organisational, time management and prioritisation skills with a strong attention to detail.
- Proven ability to effectively manage a project from initiation to delivery.
- A team player who will motivate, inspire and is prepared to work at ground level.
- Strong networking and diplomacy skills.
- Exceptional verbal and written communication with professional interpersonal skills
- Ability to work closely with senior management and trustees.
- Self-motivated with a positive and flexible attitude.
- Excellent IT skills (Microsoft Office) to produce clear reports, correspondences, and presentations.
- Passionate about MPS Society's mission and aims.
- Ability to work flexibly to meet the demands of the role, managing own workload and work using own initiative.
- A caring, compassionate, empathetic, and supportive nature, with a genuine interest in supporting others.
- Tact, discretion, and respect for confidentiality.
- Ability to evaluate and reflect on own professional practice and identify when training is needed.
- Confidence and ability to act in a representational role for the organisation.
- A current UK driver's licence, with no more than 6 points and willingness to travel UK wide as required

A strong vision, leadership, analytical skills and business acumen with the ability to think and provide strategic direction would be advantageous.

To apply:

Applications should be made to HR@mpssociety.org.uk Please provide your CV and a covering statement explaining how your previous roles and experiences make you the candidate we are looking for.

Closing Date: whilst we have an initial closing date of 19 August, we reserve the right to close this vacancy early if we receive enough suitable applications to take forward to interview and assessment.