# Job description

**General Information**

**Job Title: Regional Manager England – London**

**Job Location: Home based, covering London**

**Reports to: Senior Regional Manager England - South**

**Number of Direct Reports: None**

**Financial Responsibility: Regional Budget**

**Level of Disclosure Check Required: Enhanced**

**Overall Purpose**

The Macular Society aims to beat the fear and isolation of macular disease by funding world-class research and providing the best advice and support for people living with central vision loss.

As part of our 5 year strategy, we have committed to double the number of people we support through our 1 to 1 and face to face services around the UK, and the Channel Islands.

Our services are delivered by a combination of paid staff and dedicated volunteers, providing support, sometimes one to one and sometimes in group settings. Working closely with the Senior Regional Manager, the post holder will recruit, train, develop and support local Macular Society support groups and volunteers across London and occasionally across the whole of the south of England.

**Responsibilities:**

Below is a description of the reporting line for this role (Regional Manager England, London reports into the Senior Regional Manager England – South, who in turn reports into the Head of Regions, who themselves reports into the Director of Services)

Director of Services

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Head of Regions

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Senior Regional Manager England - South

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Regional Manager England – London

**Our Values**

Showing We Care

We are Supportive and Caring

Knowing Our Stuff

We have Integrity and we act Honestly

Making It Happen

We are Ambitious

**Job summary**

To support and develop London peer support services.

To recruit, retain and manage volunteers in the London area (and occasionally support development in other England regions).

To develop and maintain relationships with relevant services in the London area, working in partnership for the benefit of people with macular disease.

**Key Accountabilities of the Role**

**Groups and Events:**

* Revitalise existing groups and develop a new network of Macular Society peer support groups in London.
* Develop and facilitate patient information events in London and support England-wide initiatives when required.
* Evaluate the progress and success of Macular Society regional services in London.

**Volunteers**

* Build a network of volunteers for all Macular Society volunteer-delivered services in London (and occasionally in other regions of England).
* Identify and advertise local volunteering opportunities working with other Regional Managers as well as various organisations working with visually impaired people.
* Develop and facilitate training and networking sessions and events for volunteers in London and support development and delivery of other England events if necessary.
* Develop relationships with new and existing volunteers.
* Assist with the roll out of new volunteer roles in England.
* Deal with incoming requests from volunteers for advice, support, information and materials.

**General**

* Support the development and implementation of the Macular Society peer support review and volunteer strategy.
* Record and assist the development and implementation of monitoring/evaluation systems for London regional services.
* Represent the Macular Society at virtual and face to face local, regional and national events to promote all volunteer roles and services.
* Manage the budget as allocated.
* Create resources, publicity materials and regional newsletters for volunteers and service users.

**External**

* Develop relationships with statutory and voluntary sector organisations around and within London, in particular eye clinic professionals.
* Liaise and work with eye clinic professionals to run Patient Information Events.
* Liaise with other societies and volunteer groups to avoid duplication and maximise support to groups, volunteers and the local macular community in London.

All employees will be expected to comply with the Macular Society terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

**Competencies**

To excel in this role, you should:

* Be self-motivated, with the ability to work independently and as part of a team
* Have an understanding of working remotely
* Support your team and colleagues, as appropriate
* Be proficient in working with Microsoft office and database systems.
* Work well with people across the organisation
* Be committed to quality and service
* Understand the Macular Society’s operations and processes
* Deliver your objectives and core activities, as required
* Take responsibility for your performance and development

**Person Specification**

* An understanding of working with people affected by sight loss.
* An ability to work with and build relationships with people from different backgrounds.
* Awareness of issues of working for UK wide organisations.
* Excellent interpersonal skills and ability to represent organisations.
* IT literate, with strong organisational and administrative skills and excellent attention to detail
* Good understanding of virtual systems (such as Zoom and conference calling) and technology, including social media platforms.
* Ability to work independently, and proactively under own initiative.
* Excellent written communication skills
* The ability to develop and maintain relationships at all levels with excellent interpersonal skills
* A team player, with flexible approach willing to work with and support colleagues across the organisation

Desirable skills/experience:

* Experience of voluntary sector provision for people with sight loss and knowledge of low vision and rehabilitation services in England and in particular the London area.
* Understanding of the issues faced by people who are affected with sight loss, in particular older people.

**Previous relevant experience and knowledge**

* A successful track record working with volunteers.
* Experience of facilitating meetings at all levels.
* Experience of working in partnership with other organisations.
* Microsoft Office and databases
* Monitoring and evaluation systems

Desirable:

* Previous experience of working for a charity
* Project management skills.
* Network of VI organisations across England.

Eligibility to work in the UK:

Proof of identity and eligibility to work in the UK.

Volunteering:

From time to time you may be asked to support / volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.

Safeguarding:

The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

The post holder is required to carry out other such duties as may

reasonably be required, commensurate with the grade of this post. All

employees will be expected to excel in being supporter centric,

demonstrate advocacy for the Macular Society at all times and be a fundraiser.

This role requires extensive travel across London (and occasionally to our Head Office in Andover, Hampshire, England).

Good broadband connection is essential for this role.

This job profile is accurate as at the date shown below. In consultation with the post holder it is liable to variation by management to reflector anticipate changes in or to the role.

**Annual leave: 26 days plus bank holidays.**

**Based: Home based in the London area (central area preferred).**

**DATE** **OF EVALUATION: October 2022**