

# Job Pack

January 2024

## We are hiring a: Community Liaison

- **Application:** CV and covering letter to Leanne Wood at [leanne.wood@colostomyuk.org](mailto:leanne.wood@colostomyuk.org)
- **Closing date:** Midnight on the 19<sup>th</sup> February
- **First interviews:** 27<sup>th</sup> and 28<sup>th</sup> February
- **Second interview:** 7<sup>th</sup> March

## Terms and conditions

|                              |  |
|------------------------------|--|
| <b>Job Title:</b>            | Community Liaison  |
| <b>Duration of contract:</b> | Permanent  |
| <b>Hours:</b>                | 35 hours per week  |
| <b>Probation period:</b>     | 6 months   |
| <b>Salary:</b>               | £30 - £35K   |
| <b>Location:</b>             | Remote, with extensive weekly travel across the UK. Working up to 2 days a month at our Head Office, 100 Berkshire Place, Winnersh, Wokingham RG41 5RD |
| <b>Holiday:</b>              | 25 days' annual leave in addition to Bank Holidays, increasing to 30 days due to length of service   |
| <b>Reporting to:</b>         | Leanne Wood – Head of Support and Operations   |

---

## What we offer:

We have a range of benefits that we offer our employees, this includes:

- Private Health Care, including an employee assistance programme, remote GP, counselling, physiotherapy, medical diagnostics and treatment.
- Access to benefit platform for a wide range of discounts on everyday spends plus gym discounts.
- After two years of service, annual leave allowance increases by one day per year until you reach 30 days
- Season ticket loan
- 5% contribution to pension scheme
- An extra day holiday for your birthday and one day off a year to volunteer
- Training and development opportunities to support your learning and growth
- Fresh fruit in the office

## About us

### OUR PURPOSE - WHY WE'RE HERE

We exist to make a positive difference for anyone impacted by any kind of stoma or stoma surgery.

### OUR WORK - WHAT WE DO

We became a registered national charity in 2006, but we've been here for people with stomas, their families, friends, carers and support networks since we were founded in 1967.

There are now over 200,000 people living with a stoma at any one time in the UK who benefit from the work that we do as we:

- Provide practical and emotional support and advice whenever it's needed.
- Run projects that empower and build the confidence to take on fresh challenges.
- Are a voice on the issues that matter, campaigning and advocating for ostomates' rights.

### OUR VISION - WHERE WE'RE GOING

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma.

A world where people can:

- Get the right information and advice, at the right time, at the right stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

## Our Values

At Colostomy UK the way we behave matters to us deeply. In everything we do, we are guided by and strive to meet the following values:

### SUPPORT AND EMPOWER

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

### KNOWLEDGE

We are stoma experts. This is no empty claim, but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

## COMPASSION

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone's wellbeing. We don't judge, instead we are patient, respectful and understanding listeners.

## INCLUSIVITY

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

## TOGETHERNESS

Our strength comes from engaging with others. We've been doing this throughout our history. It's by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

---

## The role

Your purpose as our Community Liaison person will be to support and empower communities across the UK to be more stoma friendly and provide better support to those living with a stoma. We are a national charity and want to enable individuals, support groups, hospitals and other organisations to collaborate locally and your role will be to facilitate and encourage this.

We want better connected communities and individuals, so they:

- Get the right information and advice, at the right time and stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

You will be an ambassador for Colostomy UK, speaking on our behalf, promoting our support services and campaigns, and delivering training UK wide. Identifying and detecting opportunities for the development and growth of our charity will be an exciting part of this role, alongside ensuring we are reaching as many beneficiaries as possible that want or need our support.

You will be responsible for establishing and maintaining a network of relationships with stoma support groups and stoma care departments. You will deliver stoma awareness training and manage the delivery of our face-to-face and virtual active ostomates, and care workshop programmes. You'll oversee our participation at local and regional events and work closely with our Volunteers Manager and our active volunteer team to enhance our reach.

We will soon have the results of our wide-reaching beneficiary survey which will help us to shape and deliver on our future strategy. This role will be pivotal in delivering new and exciting projects, to reach more people at the right time of their stoma journey. We may still be a small charity, but we are growing quickly and it's certainly an exciting time to be joining us.

## Practicalities

This role is mostly remote, with extensive UK wide travel. At least half of your week is likely to be spent out and about meeting people all over the country, so if you are a confident driver with access to your own car for business use, this would be an advantage (we reimburse the advisory HMRC mileage rate of 45p per mile).

This role may involve overnight stays, early mornings, evenings and weekends so flexibility is a must.

There's an expectation that you will be based at our head office more in the first few weeks in post to aid a successful induction period. Following this, you will work remotely with visits to our head office (RG41) once or twice a month.

## Core role responsibilities

- Develop strategies and activities to enable us to engage all demographics in the communities.
- Develop, maintain, and build key relationships with stoma care nurses, support groups and individuals in the stoma community.
- Facilitate dialogue and community collaboration between local organisations; schools/ universities, businesses, charities and individuals.
- Work closely with event organisers and our Volunteers Manager to ensure we are represented at stoma open days, fundraising events and local events.
- Manage the delivery of our face-to-face and virtual active ostomates, and care workshop programmes.
- Work alongside our CEO to develop, manage and deliver Stoma Awareness Training to an array of organisations looking to upskill their staff. This includes upskilling our volunteer team to be able to also deliver this training nationwide.
- Support individuals to set up support groups in their area and act as a mentor to help them develop and grow the group, ensuring that we have a strong presence across the UK.
- Identify local fundraising opportunities and discuss potential opportunities with the Fundraising Manager.
- Support the Volunteers Manager to develop and deliver the volunteer and engagement strategy for mutual volunteer support, working closely with them regarding volunteer roles and their requirements.
- Work with the CEO and Marketing & Campaigns Manager to ensure representation at different meetings and forums across the UK.

- Write and present regular reports for team, management and board meetings.

The duties and responsibilities outlined in this job description are not definitive and you may be required to perform other duties at the request of the management team.

## Skills, Experience and Person Specification

|                                  | <b><u>Essential</u></b>  | <b><u>Desirable</u></b>   |
|----------------------------------|--|---|
| <b><u>Experience</u></b>         | <ul style="list-style-type: none"> <li>• Experience within a busy people facing role, working within communities to develop services to reach and support more people.</li> <li>• Experience of motivating and supporting people to get the best out of them.</li> <li>• Experience of managing and evaluating projects that have various stakeholders, measuring success and impact in order to attract future funding.</li> <li>• Experienced trainer, with the skills to launch a Train the Trainer programme to expand our reach</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience within the charity sector</li> <li>• Understanding of what it means to have a stoma</li> </ul>          |
| <b><u>Technical</u></b>          | <ul style="list-style-type: none"> <li>• Proficiency in the use of Microsoft 365, SharePoint, Office, Teams and Outlook.</li> <li>• Good administrative and IT skills, and an ability to maintain records and produce reports.</li> </ul>  | <ul style="list-style-type: none"> <li>• Knowledge of current Safeguarding guidelines, with the ability to conduct risk assessments as required.</li> </ul> |
| <b><u>Personal qualities</u></b> | <ul style="list-style-type: none"> <li>• A naturally confident and amicable demeanour, with the ability to build rapport and long-lasting meaningful relationships with professionals across different industries and individuals within the community.</li> <li>• Strong organisational skills that reflect the ability to perform and prioritize multiple tasks and manage a busy diary that takes you across the country.</li> <li>• Excellent communicator with strong ability to influence, comfortable networking, public speaking and delivering training to large groups of people.</li> <li>• Resourceful, proactive and efficient, with a flexible community-oriented approach</li> <li>• Excellent attention to detail, with the ability to work to deadlines</li> <li>• Self-motivated and reliable, with the ability to think creatively regarding community engagement.</li> <li>• Ability to work effectively with other team members, whilst working remotely and being out and about for most of your week.</li> <li>• Discretion, patience and ability to maintain confidentiality.</li> </ul> |   |

|                                  |  |   |
|----------------------------------|--|---|
| <b><u>Other requirements</u></b> | <ul style="list-style-type: none"> <li>• Able to be flexible and work occasional evening and weekends when needed.</li> <li>• Ability to travel for business.</li> </ul> | <ul style="list-style-type: none"> <li>• Use of own car for travel</li> </ul> |
|----------------------------------|--|---|

The above serves as a guide and is not exhaustive; all of our team are hands on, and you too will be expected to undertake other duties. You will be working as part of a small, friendly team and may be asked to provide extra support in the office during busy periods.

---

## To apply

Please send your CV and a one page covering letter to Leanne Wood, Head of Support and Operations, at [leanne.wood@colostomyuk.org](mailto:leanne.wood@colostomyuk.org) by midnight on **19<sup>th</sup> February 2024**.

In your cover letter, please tell us:

- About your relevant experience
- What skills and qualities you will bring to the role
- Why you'd like to work for us
- Where you saw the job advertised

If you would like to discuss the role, you can call Leanne on 0118 228 1368.

First interviews will take place via Zoom and second interviews will be in person at our Head Office in Winnersh. We will only contact those applicants who have been successfully selected for interview. If you require any adjustments during the interview process, please let us know.

An enhanced DBS disclosure will be required for this post and all applicants must be eligible to work legally in the United Kingdom.

Colostomy UK is an Equal Opportunity Employer. Our policy is clear: there shall be no discrimination on the basis of age, disability, sex, race, religion or belief, gender reassignment, marriage/civil partnership, pregnancy/maternity, or sexual orientation.

We are an inclusive organisation and actively promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.