

Job Description Information Support Officer

Compassion in Dying is leading the way for a better end of life for all. We champion the patient voice and support people to be in control of decisions about their treatment and care, including planning for the end of life.

Our information line service specialises in providing information on Advance Care Planning and people's rights under the Mental Capacity Act. We have supported over 70,000 people and the demand for our services is high. We also support people to live well with a long-term or terminal condition, and work with communities who wouldn't normally talk about death and dying who need specialised support.

We are seeking an Information Support Officer to provide vital support for our information line, Peer Navigator service and community engagement work.

Ideal candidates for this post must have experience of administrative procedures (particularly use of database/CRM software), excellent attention to detail, and strong organisational and time management skills.

Reports To:	Senior Information Nurse
Hours:	Full time (35 hours per week), Monday – Friday
Contract:	Permanent (subject to 6 month probationary period)
Salary:	£27,109
Main Place of Work:	181 Oxford Street (3 rd Floor), London, W1D 2JT. The building has a small lift which is only accessible from 1st floor landing.

We operate a hybrid working model of remote and office working, with staff expected to attend our London office once a week. Flexible working requests are considered on an individual basis.

Application deadline:	Friday 14 th January 2022
Interview date:	Thursday 27 th January 2022

Key Responsibilities

Information line & Peer Navigator service

- Support our team to provide timely, accurate and personalised responses to our callers
- Be comfortable talking to people about end-of-life issues and respond to enquiries in a professional and sensitive way
- Accurately log all enquiries for both services on the Raiser's Edge database
- Send resources by post and email to members of the public, stakeholders and organisations
- Write monthly reports based on the Raiser's Edge database and share this learning with colleagues internally
- Maintain records of stock levels for Compassion in Dying publications, identifying when stock needs to be ordered
- Collect, record and analyse monitoring and evaluation data from our callers

- Identify callers who may be appropriate and willing to act as 'case studies' to help demonstrate the benefit of Compassion in Dying's services.

Information development and influencing

- Support the development of new and existing publications. Identify current gaps in information, to meet the needs of Compassion in Dying service users
- Support with the coordination and contribute to the Death, Dying and Digital Blog
- Attend and represent Compassion in Dying at external events

Community engagement

- Collate training packs and other materials for our community engagement projects
- Support the Community Engagement team organise and prepare for in-person and online training sessions
- Support the Community Engagement team to gather and record regular outcome monitoring from project partners
- Support the Community Engagement team to maintain records of training attendees, and to collect, record and analyse monitoring and evaluation data from the sessions.

Fundraising administration

- Process incoming mail
- Support the Finance Manager in ensuring that data held on the Raiser's Edge database is accurate and GDPR compliant

Other

- Participate in staff meetings
- Carry out such other reasonable duties as may be required
- Always act in the best interests of Compassion in Dying and its sister organisation Dignity in Dying

Person Specification

Experience

- Experience of administrative work
- Experience of working in a fast-moving environment with multiple priorities
- Experience of recording and analysing information and data accurately
- Experience of dealing with enquiries from members of the public
- Experience of customer-focused work (desirable but not essential)
- Experience of working with a database such as Raiser's Edge (desirable but not essential)

Knowledge

- Good level of IT knowledge, including excel
- Knowledge of administrative systems and procedures

Skills and abilities

- Ability to plan, organise and prioritise own work to deal with conflicting priorities and ensure deadlines and objectives are met
- Excellent attention to detail
- Excellent verbal and written communications skills, including the ability to respond to enquiries politely and sensitively
- Ability to develop and implement new systems and procedures

- Good interpersonal skills including the ability to work co-operatively and effectively with others as a member of a team

Values

- Commitment to Compassion in Dying's vision and mission
- Commitment to Dignity in Dying's vision and mission
- Commitment to supporting patient autonomy at the end of life
- Commitment to maintaining confidentiality and anonymity for all information line users

Compassion in Dying and Dignity in Dying

Compassion in Dying was founded by non-charitable organisation Dignity in Dying (DiD) which campaigns to legalise assisted dying for terminally ill, mentally competent adults, within the last six months of life. The two are sister organisations, and share a desire to see individual choice at the heart of end-of-life decision-making.

Dignity in Dying seeks to extend patient choice at the end of life. Compassion in Dying works to raise awareness and facilitate the uptake of existing legal rights. The organisations have separate boards but share a CEO, some staff and premises.

Employees of Compassion in Dying must also be supportive of the aims and values of Dignity in Dying.