



MySelf-Management SCIO

Job Description



Job Title: Membership & Administration Officer

Salary: £22932 pro rata (**£9173**)

Contract type: Fixed Term **12** months, funded by Improving Lives Lottery funding. Extension possible if funding secured.

Hours: 14 hours per week

Location: Home based, but the applicant may need to travel within Highland.

Employed by: The post holder will be employed by MySelf-Management SCIO

Line Manager: MySelf-Management Manager

MySelf-Management Vision

MySelf-Management has a culture of delivering a person-centred approach to wellbeing through the promotion of self-management.

Our Vision will be achieved through the provision of self-management peer support and education for people and organisations.

Job Purpose

The purpose of the role is to provide direct support to individuals who live with a long-term condition to access peer support, information and training around the use and practice of self-management techniques. The post holder will do this through supporting the Team to maintain and process the membership database. Communicating with the membership via email, social media, phone, newsletters is a key part of the role.

Additionally, the role will support the wider engagement of MySelf-Management to ensure local awareness throughout Highland.

Key Responsibilities

- To work with the team and support maintaining and updating the websites and social media
 - Reposting requests from professional/partners network
 - Daily posts and reposts.
 - Monitoring social media for comments from members needing response and flagging to relevant team member
- To work with the team to support email marketing style communications to professional partners network.
 - Promoting events via Eventbrite and social media
 - Services updates
- To assist with event administration including venues, bookings, catering, registration, feedback.
- To support the Team to maintain and grow membership of peer support groups in Highland.
- To be the first point of contact, signposting, and ad-hoc queries.
- To support the creation and mailing of the Members ebulletin.
- To collate and compile reports relating to self-management activities.
- To maintain and process the membership database, ensuring GDPR compliance.
- To maintain / monitor group calendars and scheduling for all organisational activities
- Data entry e.g., for handwritten members survey responses or feedback at events
- To minute meetings as required.
- Be technical support during meetings and occasional hosting as required.
- Ad hoc admin support to the manager and other team members as required.
- Some groups/meetings/events may be during evenings or weekends. These will be in keeping with your remit and responsibilities.
- Any other reasonable task asked of you by your line manager.
- The post holder should be prepared to attend occasional meetings in different parts of Scotland if required.

What you will bring to the role

- Effective interpersonal, planning, organisation skills.
- Very good digital skills, an ability to work with Microsoft Office programmes and experience of working with an online meeting platform.
- Ability to post and promote on a range of social media channels
- Ability to update and maintain websites (experiencing using Wix desirable)
- Ability to check and finalise reports relevant to workstreams.
- Ability to communicate and maintain our networks of individuals, including volunteers, service users and other stakeholders.
- Understanding of self-management, its benefits and relevancy to living well with a long-term condition or Long Covid.
- Good level of communication skills with the empathy and confidence to present both online and in-person.
- Experience or knowledge of working with people living with long-term conditions.
- Experience or knowledge of working with volunteers is desirable.
- Eagerness to build on existing knowledge and any qualifications relevant to role.