

APPLICANT INFORMATION PACK

LOCAL GROUPS & NETWORKS COORDINATOR



STAMMA.ORG

STAMMA



WELCOME FROM JANE POWELL, CHIEF EXECUTIVE

We're at a pivotal moment in our long history. Huge challenges, lots of opportunities, great discussions and we've some big ambitions.

Ongoing cuts to services mean that getting NHS support as a child who stammers can be hard, and as an adult impossible. Stammering is seen by a significant proportion of the population as something that can be joked about, while the media routinely present stammering as a story about 'overcoming' a stammer.

Many people have never met someone who stammers, nor do they understand the issues someone who stammers may face. An exciting debate within the community is around the 'social model', and there's a growing insistence that people should be able to stammer without feeling the need to hide or change how they speak. We need to make that a public debate AND insist that support needs to be there to help people manage their stammer should they want it.

These last 18 months we've seen a threefold increase in calls to our helpline, and later this year we'll be launching webchat which we believe will help support younger people who stammer. We've plans to expand our support and launch campaigns, but to do either we need to grow.

We think that there may be up to 3% of the population who identify as having a stammer, with the overwhelming majority seeking to hide it. With the help of the National Lottery Community Fund we want to attract a further 5,000 UK supporters who will help us expand our services and amplify the voice of people who stammer so that we can create a world in which people who stammer can fulfil their potential, whether in education, at work or at home.

Working for Stamma means making a real difference in people's lives, and this is a critical opportunity. To continue our vital work, we rely on a team of dedicated people. This is a great time to come and join us.

Jane Powell
Chief Executive



MISSION & OBJECTIVES

Our Mission is to support anyone who stammers in the UK and tackle the stigma, ignorance and discrimination that people who stammer face so that they can live their lives in full and with dignity.

Our Objectives over 2019-2023:

1. To support more people who stammer in the UK. We are upgrading and expanding our helpline operation and want to add webchat to the service. We also want to increase our support for local groups and networks and help people who stammer get work and advance in work.
2. To educate the public around stammering. We've got some baseline information about public awareness and understanding of stammering. We will look at ways of tracking our performance year on year to see what impact we're having.
3. To manage the BSA efficiently and effectively. Over the next five years we'll be upgrading our systems to ensure that your data is properly protected, the information and support we provide is the best it can be and that our staff are supported and work within a safe, managed environment.

OUR VALUES

We are a membership organisation with a diverse network, united by the experience of stammering and people who stammer. We celebrate different voices. It is not our place to make judgements about if or how people choose to manage their stammer.

- **We value collaboration.** We work with others to give the greatest voice, best insights, most effective campaigns for people who stammer.
- **We value community.** We provide spaces for people to come together to support, learn, celebrate and campaign for change.
- **We value the individual.** We listen to personal stories, provide a platform for sharing and respect individual choices.
- **We value diversity.** We seek out and celebrate different voices, perspectives and experiences in respectful debate.
- **We value openness.** We are open in our dealings; selfless and generous spirited, honest and straightforward, professional but informal. We are unafraid and speak truth to power.



THE OFFICE

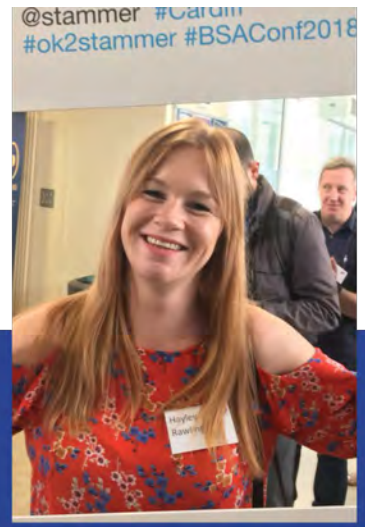
We're a small, fairly newish team. We get on well with each other and we are looking forward to campaigning this year, and we're still building our systems – so a great time to join us. We've a generous pension scheme and can offer flexible working hours. The office is a two minute walk from Bethnal Green tube station.

A full time working week is 35 hours, excluding meal breaks, normally worked Monday to Friday. We'll help support your training needs. We use Nest for staff pensions or we will pay into your own scheme. Once you have completed your probationary period we will match your pension contribution up to a maximum of 8%.

2020 PLANS

- Launch webchat, planned for May.
- Increase support base by 1,500.
- Work with local groups & national networks to expand support for organisers and foster more networks.
- Hold our StammaFest National Conference, 21-23 August at Sheffield.
- Revive the Stammering Network and bring in new members.
- Launch at least 1 new campaign with a clear call to action.
- Produce new materials for parents about Stamma, the law and employment.
- Work with local groups to set up parent workshops, open days and employment workshops.
- Produce video & podcast content for the website and social





THE ROLE

Job Title: Local Groups & National Networks Coordinator

Responsible to: CEO

Based: Negotiable, ideally based f/t or p/t at Bethnal Green, London

Hours: 5 days p/w

Salary: IRO £28,750 depending upon experience

Context

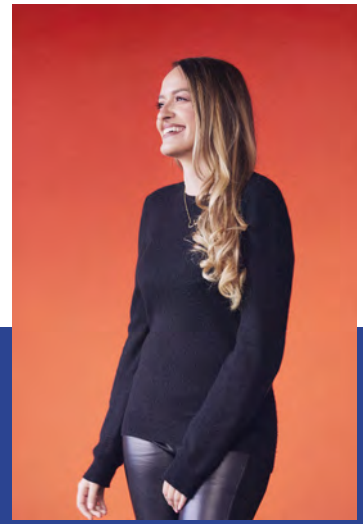
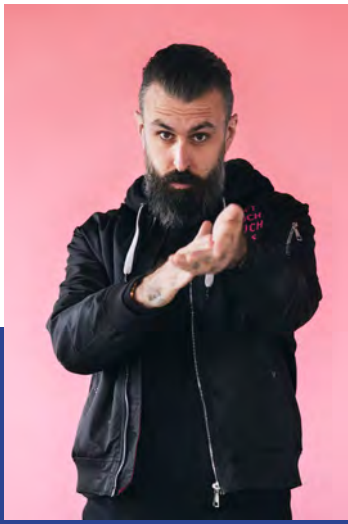
This is an exciting and new post for Stamma, made possible by a grant from the National Lottery Community Fund. Our ambition over the next 4 years is to build our support for local groups and national networks for people who stammer so that more groups and networks can flourish and grow, and so that more people who stammer can meet and support others who stammer; to create a strong, nationwide series of networks of people who can give voice to the needs of the stammering community, help provide support and collectively press for a world where people who stammer can fulfil their potential. This is an exciting opportunity for someone with great leadership qualities who is able to motivate and inspire people.

We want you to support existing local groups and networks and:

- baseline the current situation and ensure we have full and compliant data on local groups, ensuring Salesforce and our internal systems are kept up to date with such information.
- engage with the leaders of our existing local groups and networks and work with them to discuss how best they can be supported, and what resources and facilities need to be created.
- create regular and appropriate channels of communication with those leading groups and networks where experiences, information and advice can be easily exchanged and used.
- support new local groups and support leaders to find ways of sustaining interest and attendance.
- support new networks, whether this be work- or education-related or based around shared interests – ie walking, cycling or knitting.

And help support Stamma by:

- Working with local groups and networks to host Open Days, Family Days and a biennial conference, which will benefit the groups and Stamma.
- Ensuring that members of local groups and networks are also members of Stamma, so they are up to date with campaigns, resources and materials, and play an active role in Trustee elections.
- Ensuring that local group/network members are able to take part in national campaigns and/or local/regional fundraising activities and events; and that they are supported in generating local publicity and reaching new members.



THE ROLE

The best person for the job will:

- have experience of supporting local groups and networks
- have insight into the legal and organisational issues facing group leaders
- have an interest in disabilities, diversity and inclusion
- have demonstrable interpersonal skills, successfully influencing, persuading, guiding, listening to, and negotiating with others, constructively challenging thinking where appropriate
- have the ability to build and manage effective and good relationships with a wide range of individuals
- have strong skills in identifying and analysing problems, issues and areas of improvement, working collaboratively to develop creative strategies and solutions
- be great at planning and organising events and activities
- be confident at presenting and advocating to different audiences
- be a team player, able to pull-in conversations and threads to ensure good and productive communication
- be proactive, able to use their initiative and work independently
- have experience of working with volunteers in a management capacity
- have experience of working in the charitable sector or in a volunteer-involving organisation
- be able to write clearly and concisely, and co-produce information and advice covering setting up and managing local groups and networks, and garnering legal advice around stammering, work and education.

You'll use Mailchimp and Salesforce to maintain records, identify and segment supporters. You'll use social media – Facebook, Twitter, Instagram – as channels of communication to generate support and reach out to new members and cheer on existing groups and networks in their efforts.

The work will involve:

Compliance

Ensure all work complies with data protection policies and legal requirements including GDPR and Safeguarding.

Collaboration

You'll be working as part of the small team and will need to work particularly closely with the Supporter Care Officer, Salesforce Administrator, the Programme Lead and the Office Manager.

PERSON SPECIFICATION

Your strengths:

1. You'll inspire confidence and be a great advocate of Stamma and of the importance of local groups and networks.
2. You'll be confident in organising and co-producing events and activities with others.
3. You'll be a great persuader, able to pull in pro bono legal advice and guidance from professionals.
4. You'll be a great network worker, inventive, pragmatic, able to align activities to mutual benefit.
5. You'll work well under pressure, able to cope with the more dynamic environment of a small charity.

Insight:

1. You'll be able to think strategically and creatively and build plans with measurable outcomes.
2. You'll be respectful and understanding of stammering and its impact, and be confident in projecting the 'broad church' Stamma vision.
3. You'll be audience-led in your work, keeping local groups and networks' best interests at the heart of decision-making.
4. You'll be consistent in setting up and adhering to systems of monitoring and evaluating activities.
5. You'll be self-aware and proactive in your personal and professional development.

Your skills & experience:

1. You'll have great training, facilitation and coaching skills.
2. Advocacy, either around stammering or another issue.
3. You will have used Salesforce or a CMS before and be comfortable using Microsoft Office.
4. You'll have used social media in previous roles, and will enjoy finding new ways of pushing messages out and making them stickier.
5. You'll be good at presenting information imaginatively.
6. You'll be used to tracking data and using this to plan, monitor and react.
7. You will have experience of creating communications and content for a variety of audiences and channels.
8. You'll be a great motivator, inspiring people to take action, helping plan and steer activities.

Your ambition

In this job you'll get more responsibility and opportunities to try things out and be ambitious. You'll learn on the job and will have your sights set on building your leadership ambitions.





HOW TO APPLY

If you feel you have the skills, experience, passion and energy to help us change the environment for people who stammer, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role, please download and fill in the application form and attach an letter explaining your interest in the position and give details of any relevant experience you have (no more than 150 words). Don't forget to also download and attach your monitoring form.

You are welcome to also attach a CV.

Deadline for application: 27th March 2020.

If you have any questions about this position, please call 0208 983 1003 or email mail@stamma.org

The British Stammering Association, trading as Stamma, is a registered Charity in England & Wales (1089967) and Scotland (SCO38866).

