

APPLICANT INFORMATION PACK

Local Groups & Networks Coordinator

Responsible to: CEO

Based: Negotiable, regular travel to London office.

Hours: 5 days p/w

Salary: £28,750

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. We started advertising this post just before the pandemic, when we then froze recruitment. With the benefit of a generous legacy we are in a position to re-advertise and move on.

What does this 'new normal' world mean for us? Everything and nothing. Ongoing cuts to services mean that getting NHS support as a child who stammers can be hard, and as an adult impossible. Stammering is still 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. Lots to play for.

The pandemic has changed the world for people who stammer. Trying to communicate with a stammer whilst wearing a mask, the never ending zoom meetings, finding work. As an organisation we need to be responsive to these changes, and to opportunities.

Many people have never met someone who stammers, nor do they understand the issues someone who stammers may face. We believe people should be able to stammer without feeling the need to hide or change how they speak. We have to make that a public debate AND insist that support needs to be there to help people manage their stammer should they need it.

We've seen a threefold increase in calls to our helpline, we've just launched a new service, webchat, and we've plans to expand our support and launch campaigns, and most of all, we need to grow. We believe that up to 3% of the population identify as having a stammer, with the overwhelming majority seeking to hide it, from family members, friends and employers. So let's make having a stammer OK.

Membership has doubled this past year. 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.

A handwritten signature in blue ink, which appears to read 'Jane Powell'.

Jane Powell
Chief Executive



ABOUT US

We're a small, fairly newish team. We get on well with each other, we are keen to take on the world, campaign more, bring in more members, create change faster. And we're still building our systems. So this a great time to join us.

Apart from the salary and the company, we've a generous pension scheme and offer flexible working hours. We're all working from home - but the plan is that come 2021 we'll aim to physically meet up at least once a month, and certainly we want to physically spend time and meet up with new staff members.

A full time working week is 35 hours, excluding meal breaks, normally worked Monday to Friday. We'll support your training needs, we want you to be as skilled as possible. 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%.

2021 PLANS

Our plans for 2020, including our national conference, took a bit of a hit this year. But we're back up and running and keen to get on. We want to:-

- Increase support base by 1,800 in 2021.
- Work with local groups & national networks to expand support for organisers and foster more networks.
- Hold our StammaFest National Conference in Sheffield, postponed from 2020.
- Revive the Stammering Employers Network and bring in new members.
- Launch at least one new campaign with a clear call to action.
- Produce new materials for parents about stammering, 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 channels.



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 for 2019-2023 are:-

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.

JOB DESCRIPTION

We are looking for someone who is a born organiser. Good with people, you think on your feet, a problem solver.

Your first task will be to bring together 30-40 odd organisers of local groups and national networks, and help them gel as a team. Give them the confidence, knowledge and resources to develop their group, support each other and play an engaged part in Stamma.

We want to ensure that we have local groups across the UK which are welcoming and engaging and provide a consistent quality experience to new and existing members. More, we want to expand our network, and create more local groups – and ideally more national networks, like the Defence Stammering Network or the Stamma Civil Service.



ROLE OUTLINE

Your job is to work with our volunteer organisers, many of whom have been involved in Stamma for many years, and look at what they need in terms of resources and information and support – and knit that into an overarching plan. One that delivers a common understanding and agreement between ourselves and the organisers – and ensure that people taking part in local groups, online groups, networks, experience a consistent quality experience.

ABOUT YOU

You will like meeting people, be a great listener, a great organiser and by definition be a good planner. Good taking thought to deed, coming up with a plan, writing it down succinctly and clearly, getting agreement, putting it into action. You'll be hoping to be able to travel widely, and meet everyone. Failing that you'll be pretty great at organising and running Zoom meetings. Not bad too at social media. You are as at home with local groups as you are with a huddle of city bankers – able to stand up and present with passion and clarity.

LOCAL GROUPS & NETWORKS

A local group could be 4 or 40, meeting in a uni or going for a ramble, or sitting down for a group knit at the Community Centre. But we need a clear agreement in place for how groups are run and promoted, where data is kept, how people are protected, and importantly the messaging around stammering. Your job is to get this into place.

You will also be responsible for helping secure and set up new local groups and networks – recruiting coordinators, setting them up, helping knit them into the coordinators network, which you'll also set up.

There is growing demand and interest in setting up networks within organisations, across branches, to support those who stammer. Whether in the workplace or in education. You'll be over this like a rash, sourcing and developing resources and materials for use locally or available online, tailored to the different environments. This is a huge area to get on top of, but no rush.

You'll set up systems and relationship so that our local organisers are kept up to date, can support each other and keep the organisation grounded. In return we'll be looking to organisers to help set up local Open Days, family days, our biennial conference and workshops. And working together, from the ground up, we will create a better world for people who stammer.

If this is you, if this excites you, then join us.

POST HOLDER

This is our wishlist. It is unlikely that you will be able to tick every item. But go for it.



YOU'LL BRING

- Experience of supporting local groups and networks.
- Insight into the legal and organisational issues facing group leaders.
- An interest in the disabilities, diversity and inclusion agenda.
- Demonstrable interpersonal skills. Can you show us that you have successfully influenced, persuaded, guided, listened to and negotiated with others, constructively challenging thinking where appropriate.
- Ability to build and manage effective and good relationships with a wide range of individuals.
- Strong skills in identifying and analysing problems, issues and areas of improvement, able to work with others to develop creative solutions.
- Be great at planning and organising events and activities, whether on or offline!
- 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 your 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.
- Able to write clearly and concisely and co-produce information and advice covering setting up and managing local groups and networks as well as 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.

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 full, small team, and will need to work particularly closely with the Supporter Care Officer, Salesforce Administrator, the Programme Lead and the Office Manager.

PERSON SPEC

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 events, and co-producing events and activities with others.
3. You'll be a great network worker, inventive, pragmatic, able to align activities to mutual benefit.
4. You'll work well under pressure, able to cope with the more dynamic environment of a small charity.

INSIGHT

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

SKILLS & EXPERIENCE

1. Great training, facilitation and coaching skills.
2. Advocacy, either around stammering or another issue.
3. You will have used Salesforce or some version of a CMS before, be comfortable in the Microsoft environment with Word and Excel.
4. You'll have used social media as part of 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.

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 you'll have your sights set on building your leadership ambitions.





HOW TO APPLY

If you have the skills, the experience, the 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 go click [here](#) and download the forms.

Please return the completed forms to mail@stamma.org with a cover letter. Use the cover letter to tell us a bit about yourself, but no more than one side of A4. You may also send, if you wish, a copy of your CV.

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

The British Stammering Association, now trading as Stamma, is a registered Charity in England & Wales (1089967) and Scotland (SC038866).