**JOB DESCRIPTION**

**POST:** England Co-ordinator

**LOCATION:** England (Head Office/Home-based)

**RESPONSIBLE TO:** Head of Charity Operations

**JOB PURPOSE:** To promote the charity and provide moral support and advice for patients in England via the Info Line, emails, existing fertility groups and their members.  To co-ordinate activities within the region by liaising with individuals, local groups, relevant agencies, hospitals/clinics to provide a regional contact for the Head of Charity Operations, Chief Executive, Trustees, head office and volunteers.

**HOURS:** Up to 35

**MAIN DUTIES OF THE POST:**

1. Act as the main point of contact for all activities within the region, co-ordinating activities, developing close contacts with clinics and professionals by way of visits/talks and ensuring all clinics have a sufficient supply of F N UK literature. Follow up all leads, using all relevant opportunities to create a higher profile for the charity.
2. Manage the England monthly report by ensuring all statistics and updates are collated and presented to the Head of Charity Operations in a timely manner.
3. Manage, promote and facilitate the current network of Fertility Groups, provide advice, where necessary.
4. Ensure all telephone calls to the Info Line are answered promptly and in a sympathetic and informative manner.
5. Act as main contact to Fertility Clinics located in England engaging particularly with partner clinics.
6. Update all relevant databases which support role.
7. Arrange and provide ongoing support at events taking place in England.
8. Ensure all general enquiry emails to do with England is dealt with promptly and efficiently.
9. Ensure all NHS funding enquiry emails to do with England is dealt with promptly and efficiently.
10. Provide administrative support and advice to all England Fertility Groups.
11. Develop close contacts with clinics/professionals working in the field of infertility by way of visits/talks.
12. Assist the Head of Charity Operations in following up all possible leads within the region with media/clinics/companies and main contacts to create a higher profile for the charity.
13. Actively assist in managing the appropriate social media networks to raise the profile of the charity and engage with other service users in the area.
14. Assist the Head of Charity Operations in representing the charity at outside meetings, exhibitions and conferences within the region, delivering presentations where required.
15. Whenever work of a counselling nature is carried out, to have due regard to the sensitive nature of the issues involved.
16. Attend educational courses where required.
17. To undertake other duties within the responsibility of the post.

**April 2018**