###### PERSON SPECIFICATION: Support Coordinator NI, Fertility Network UK

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| CRITERIA | ESSENTIAL | DESIRABLE |
| EXPERIENCE: | | |
| Voluntary Sector | * Good understanding of the needs and requirements of a charity | Experience of working in the voluntary sector |
| Fertility | * A good understanding of the challenges facing those affected by difficulties in conceiving |  |
| SKILLS: | | |
| Organisational | * Sound organisational and time management skills, with the ability to work on own initiative, being self-motivated and able to prioritise effectively to meet deadlines. * Experience of organising and co-ordinating service user/patient events * Willing to work some evenings and occasional weekends to attend NI support groups and also to represent the charity at outside meetings/support groups/exhibitions/conferences in N. Ireland and occasionally on the UK mainland. * Ability to work from home. | * Experience of working with professionals in a clinic setting. |
| IT | * Excellent computer skills in Microsoft Office, including Word, Outlook, Excel and Powerpoint. * Good digital and social media skills and understanding of how to use social media to aid the purpose of the charity * Able to produce short reports and gather end of month statistics for NI Coordinator in a timely fashion. | Experience of using a database within a charitable organisation.  Experience of actively managing social media channels for an organisation.  Understanding of new GDPR legislation |
| Communications | Excellent written and oral presentation/public speaking skills.  * Excellent interpersonal skills, including the ability to communicate/work effectively with a wide range of people in a participatory, respectful, empathetic and collaborative manner * Ability to work as part of a team. |  |
| OTHER: | | |
| Personal Values | Empathy with, and a high level of commitment to, Fertility Network UK’s purpose and with all patient groups/service users.  * Enthusiastic, resilient with a determination to succeed * Able to convey personal credibility and authority |  |
| Qualifications: | Educated to GCSE standard or equivalent or above. | Professional qualification in counselling |
| Travel | Full current driving licence with access to a car and be willing to travel to venues across N. Ireland. |  |