

Job Description Advice and Information Services Manager

Job title:	Advice and Information (A&I) Services Manager
Job location:	New Anstey House, Gate Way Drive, Yeadon, Leeds, LS19 7XY
Department:	Epilepsy Services
Responsible to:	Epilepsy Services Manager
Direct reports:	Senior A&I Services Officers (2) A&I services officers (5), Administration Officers (2)
Grade:	Manager Grade I
Hours of work:	34.5 hours per week within normal office hours 8.00am - 6.00pm Epilepsy Action operates a flex time scheme for all staff The post will require occasional evening and weekend work for which time off in lieu is usually given
Holiday entitlement:	25 days a year
Other benefits:	Optional contributory pension plan 2 x salary death in service benefit
Other terms & conditions:	These are set out in Epilepsy Action's Terms & Conditions of employment
Salary	£34,624

Purpose of job

To manage and continuously improve Advice and Information Services ensuring that the services are provided effectively and efficiently. To identify the information needs and preferences of adults and children living with epilepsy, their families and professionals who support them. To develop the Epilepsy Action A&I Services function ensuring that sector best practice is identified, implemented and evaluated.

To ensure the timely provision of appropriate advice and information resources. To manage special advice and information projects as required.

Scope of activities

A&I Services develops and provides advice and information on epilepsy to people with epilepsy, their families and friends and those with a professional interest in the condition. A&I Services, systems and materials are continually evaluated and improved, to ensure that they are accurate, up-to-date and accessible to different cultural, social and disability groups. The breadth of A&I services will reflect the needs of service users and include many formats and technologies.

Principal duties and responsibilities

These include the following:

- 1) Managing the delivery of the A&I Services by:**
 - a. Ensuring that services are safe and effective and make the best use of available resources to enable an efficient and responsive service to users
 - b. Managing staff including absence and performance management and responding to their concerns
 - c. Providing personal coaching support and debriefing when needed
 - d. Organising the recruitment of new A&I staff members
 - e. Ensuring the regular supervision and support of all staff in the team including regular (monthly) 1:1s, regular (monthly) team meetings
 - f. Providing annual appraisals, agreeing appropriate objectives and monitoring progress
 - g. Including staff in the planning and objective setting process
 - h. Supporting and motivating staff to achieve targets
 - i. Ensuring that there is a good communication within A&I services and ensuring the timely reporting of relevant information to department staff and other staff within the organisation
 - j. Ensuring, that the contents of Epilepsy Action's publications are factually correct
 - k. Ensuring that the range of information provided meets the needs of Epilepsy Action's service users and professionals
 - l. Ensuring all aspects of A&I Services work complies with health and safety, equal opportunities other legislation and established Epilepsy Action procedures, with regard to both the management of staff and when dealing with members, service users and supporters

- 2) Developing the A&I Services by:**
 - a. Planning, developing, implementing and monitoring A&I Services' policies and procedures
 - b. Designing, leading and implementing innovative changes to improve ways of working
 - c. Contributing to strategic planning for the development of A&I Services
 - d. Leveraging digital tools and platforms to improve A&I services' productivity, reach and accessibility
 - e. Ensuring statistical records of A&I Services' activities are kept and monitored to enable Epilepsy Action managers to use of data and real-world evidence in decision making
 - f. Planning, developing and monitoring systems and the use of technology within A&I Services with a view to enhancing the quality of the services
 - g. Co-ordinating the development of the services provided in line with changes in demand

- 3) Playing an active role in the quality of information provision by:**
- a. Providing colleagues with evidence-based advice and guidance on epilepsy and related topics both in response to ad hoc requests, in support of projects and proactively
 - b. Contributing to the epilepsy education and training of the Epilepsy Action staff and volunteers as required
 - c. Ensuring that staff can access referenced up-to-date, relevant information to support service users and develop resources of practical use to families and professionals
 - d. Writing new, and editing current, A&I materials
 - e. Managing projects from inception through to fruition
- 4) Other**
- a. Acting as an ambassador for Epilepsy Action and representing the association at external events as necessary
 - b. Consistently upholding the standards of the organisation by both word and example
 - c. Ensuring all work meets agreed quality standards
 - d. Ensuring all aspects of work comply with health and safety, equal opportunities and other legislation and established Epilepsy Action procedures
 - e. Ensuring all work is accessible and that the charity's commitment to diversity and equal opportunities is planned into all work in a relevant and effective manner
 - f. Representing the Association externally and acting as spokesperson to the media
 - g. Any other duties reasonably required which may from time to time fall within the scope and responsibility of the post
- 5) Epilepsy knowledge and advice and information provision.
Level D (see Policies and Procedures for more detail)**
- a. Expected to have or gain an in depth understanding of epilepsy (minimum successful completion of the organisation's AV training modules and Advice and Information Services induction training')
 - b. If approached by anyone requiring specific advice about the condition the post holder should provide individuals with advanced advice about epilepsy and refer to the association's information resources including publications, website, Helpline team
 - c. If approached by anyone requiring information about the condition, within the scope of their role, the post holder should provide individuals with detailed information about epilepsy using their own knowledge and the A&I Services range of information resources
- 6) Organisational understanding**
- a. Expected to have or gain a wide understanding of the Association's service and strategic aims

Person Specification

Experience and Qualifications

Essential

1. Educated to degree standard in a relevant field or equivalent qualification or experience that demonstrates an equivalent knowledge and ability
2. Minimum of 2 years experience of effectively leading a team offering advice and support to people with personal needs for example in a charitable, educational, health or social care context
3. Minimum of 2 years experience of effective project management and leading change
4. Experience of managing, developing and inspiring users of customer databases and call centre management systems
5. Experience of writing, editing and managing the production of a range of resources including web pages, videos, accessible information leaflets and reports for professionals

Preferred

6. Experience of providing a range of support solutions for example enabling people to identify and achieve their goals and measurable outcomes, debriefing staff or volunteers, using a counselling supervision model
7. Experience of training staff or volunteers to support service users with disabilities or long-term health conditions

Skills and Abilities

Essential

1. Excellent written and verbal communication skills and the ability to deliver clear, high quality information for different purposes and audiences
2. Excellent numerical skills and the ability to interpret data analytics to provide insights and enable the targeting of services
3. Ability to understand and communicate complex information and deal with conflicting evidence appropriately
4. Ability to understand service user concerns and resolve complaints
5. Ability to facilitate innovative and meaningful engagement activities to enable service users to contribute to the development of high impact resources and services
6. Ability to function well under pressure and prioritise work

Preferred

7. Ability to manage a budget, cost and evaluate proposals and produce option appraisals
8. Ability to gain an in depth understanding of medical or health related information

Additional Criteria

Essential

1. A demonstrable understanding of and a commitment to Equal Opportunities including the needs of different social, cultural and disability groups.
2. Able to work occasional evenings and weekends as required, the job will entail occasional travelling all over the UK and working some unsociable hours



Epilepsy Action is a Disability Confident employer. We interview all disabled candidates who meet the essential criteria in the person specification. Please show how you meet the essential criteria in the supporting information section.