



Bicton Heath, Shrewsbury, SY3 8HS

Re : Information Officer

Please find attached the following documents:-

- 1. Job Description**
- 2. Person Specification**
- 3. Information to Candidates**
- 4. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at HR@severnhospice.org.uk or the address above, to arrive no later than **30th June 2022**.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Sarah Lloyd
HR Assistant

Severn Hospice – Information Officer

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

4. SALARY

The salary for this post is **£25,650 - £28,250 per annum** depending on experience. Salaries are paid monthly by credit transfer to a bank or building society account.

5. HOURS OF WORK

You will be contracted to work various 37 ½ hours per week.

6. HOLIDAY

Holiday entitlement is 7 weeks per annum including bank holidays. Increasing to 7.4 weeks after 5 years' service and 8.2 weeks after 10 years' service.

7. PENSION

The Hospice is able to offer ex NHS staff continuity of membership* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice).

Severn Hospice
Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
------------	--	-----------	--	--------------------------	--

ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender	
				Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

Signature:	Date:
------------	-------

Information officer Job description and person specification

Post title	Information officer (ThankQ)
Directorate	Finance / IT
Salary	£25,650 - £28,250 per annum
Location	Split between Telford hospice and Shrewsbury hospice
Hours	Full time 37.5 hours per week
Role reports to	Information Assurance and Security Manager (IASM)

Purpose of the post:

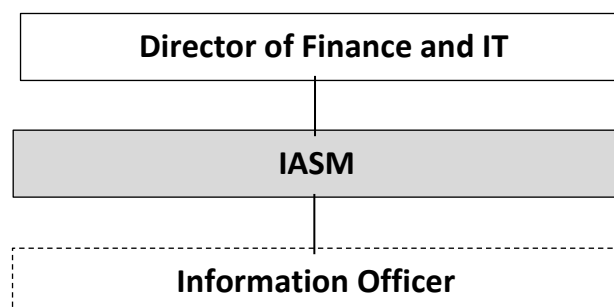
The information officer has a crucial and central function in managing the data and processes of our Customer Relationship Management (CRM) system, ThankQ. The role is responsible for the best use of the system and the quality of the data held on it.

Primarily to ensure the accurate collection and inputting of data into the Hospice's CMR database ThankQ for governance, service monitoring and reporting purposes. The post holder will work with designated managers to support the development and use of ThankQ and to trouble shoot regarding data entry, collection and reporting.

We are looking for someone who is highly organised, with an eye for detail and a passion for accuracy. You will be able to work proactively to identify system improvements, be solution-focused, a strong communicator, and be able to work well across multiple teams, often with differing needs and timescales.

The job requires a solid background in data analytics, with a good knowledge of data segmentation, profiling, and reporting.

Position within the Information team:



Principal duties and responsibilities:

- Primarily to have a comprehensive knowledge of the use of ThankQ and its key functions, to be able to function at Super User Level and to be a Hospice approved trainer for ThankQ.
- Working in close collaboration with the CRM manager and information team to oversee the day to day input of information into ThankQ, to identify areas of improvement and devise and implement a robust set of protocols for data entry onto ThankQ to ensure the integrity of the data is always maintained.
- Ensure all data is managed within the requirements of the Data Protection Act and GDPR, working in close collaboration with the Information Assurance and Security Manager. In respect of supporter data, ensure compliance with data protection legislation, information governance policy, and ensure all staff/volunteers are always aware of these principles.
- To lead on the development of appropriate reporting and data collection protocols and processes to accurately reflect donor activity. Understand the critical income generation KPI's and drivers to ensure the systems can supply the relevant data in a format that allows informed business decisions to be made.
- To be involved in anticipating future data needs and requirements in order to design and maintain recording and reporting systems which provide desired outcomes.
- Working in close collaboration with the CRM manager. Ensure the integrity of the data is always maintained. Ensure input standards and procedures for information and data quality are in place and managed effectively (including data retention rules)
- Act as the lead contact for the CRM software provider, both internally and externally, for any ThankQ issues or requirements while working closely and effectively with colleagues in the Income Generation and Finance departments to discuss related issues and future development needs as applicable.
- Hold regular meetings with key stakeholders within the organization to ensure excellent communication across teams, including Income Generation and Finance, and chair the internal ThankQ Super User Group.
- Oversee the process for importing information into ThankQ from other systems, including the lottery database, patient database, and online event registration portal. To assist where practical with assisting on similar tasks, as listed above, connected with other systems.
- Run regular monthly data quality checks, ensure all policies and procedures in relation to data processing are updated as necessary.
- Working with the Information assurance manager, monitor information flows into and out of the income generation departments and to review these to ensure they meet the Hospice's and other requirements for information security and governance.
- Where required – act as a systems administrator, resetting passwords, adding and deleting new starters and leavers respectively for all hospice software applications

- Undertake relevant adhoc IT tasks across the Hospice when required.
- To be involved in risk assessing ThankQ and its processes and contribute towards the corporate governance agenda as appropriate.
- Attend all mandatory training required of the post.

Person Specification

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none">• Good level of education – minimum A Level standard or equivalent• Advanced IT skills on Microsoft packages, particularly Word, Excel and Outlook	<ul style="list-style-type: none">• Degree in Data Science or Analytics• Evidence of continuing professional development• SQL training
Experience and Abilities	<ul style="list-style-type: none">• Proven experience of data segmentation, creating reports, compiling mailing lists, carrying out data imports• Experience of training others and communicating specialist knowledge to all levels in an easy-to-understand way• Experience of implementing database modules and data entry protocols• Ability to work under pressure and prioritise constantly changing, high volume workloads to meet deadlines• Ability to make decisions, to work on own initiative, and accept responsibility• Ability to motivate and lead others• Ability to command the confidence of managers• Ability to think strategically and operationally• Ability to work alone and as part of a team	<ul style="list-style-type: none">• Experience of working in the charity sector• Experience of working with ThankQ or another fundraising CRM• Experience of supporter care• Experience of dealing with JustGiving, Virgin Money Giving

	<ul style="list-style-type: none"> • Ability to analyse complex facts and interpret data 	
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent understanding of Data Protection Act and GDPR • Excellent communication skills, both written and verbal • Excellent organisational/time management skills • Strong interpersonal skills with the ability to communicate at all levels • Analytical with effective research and evaluation skills 	
Personal Qualities, Aptitudes and Attributes	<ul style="list-style-type: none"> • Practical, flexible, and calm under pressure • Tact and diplomacy • Good planning and project management skills • Exceptional attention to detail • Understands and upholds confidentiality • Self-motivated and forward thinking • Empathy with the cause • Enthusiastic and passionate about the aims of the hospice 	<ul style="list-style-type: none"> • Good sense of humor
Other requirements	<ul style="list-style-type: none"> • Willingness to occasionally work outside agreed hours • Willingness to train and learn new skills 	