

Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

Job title	Online Community Engagement Officer	Location	London, Chesterfield or Home-Based
Contract type	Full-time with occasional weekend working	Contract length	Permanent
Date	27/09/2019		

Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue and isolation of arthritis.

Our Online Community is a safe space for people with arthritis to share their experiences and support each other. We're excited to be redeveloping our online community this year to make it an even better place for people with arthritis. As Versus Arthritis reaches more people living with arthritis, our online community will be crucial in providing support and reaching people 24/7, wherever they live.

Management and key relationships

Roles managed

None

Reports to

Senior Online Community Engagement Officer

Key Relationships

Volunteer moderators
Digital team

Main Responsibilities and Duties

- 1 Oversee the day to day running of the online community working closely with the Senior Online Community Officer.
- 2 Facilitate and engage in conversation on the online community to ensure members are signposted to reliable information.
- 3 Work closely with the volunteer moderators to ensure they are supported, have clarity around their roles and ensure this works for them and the forum users.
- 4 Read posts and look out for areas of information that are either not covered on the website or are missing key areas that are requested by forum members.
- 5 Maintain and regularly update all guidelines, FAQs and documentation on the online community so that both volunteer moderators and users understand how to use the online community safely and within our guidelines.
- 6 Take charge of the moderator threads on the forum, making sure information is readily available for moderators to help them to do their role competently and completely.
- 7 Update the moderators frequently on relevant news and events which may be useful in their work sign posting members.
- 8 Support and track monthly moderator Skype meetings ensuring all moderators are kept up to date with minutes and actions. Phone moderators regularly to ensure they are supported.
- 9 Help maintenance on the forum by reporting bugs, and by helping to specify and test new features around spamming and security.
- 10 Facilitate and engage in conversation on the online community to ensure members are signposted to reliable information.
- 11 Support the Senior Online Community Officer to organise training and events for the moderators.

12	Ensure our online community members are kept informed with events and news from around the charity and that our other services are working seamlessly alongside the community.
13	Support the Senior Online Community Officer in ensuring the Safeguarding policy and escalation policy is understood by other staff members and Moderator volunteers. Work with Senior Online Community Officer to keep all of the guidelines and policies up to date.

Criminal Record Check

Requirement

This role DOES NOT require a Criminal Record check

Person specification

Knowledge, skills and experience: key requirements

Requirement	Evaluation Stage
1 Experience of working in a digital team and/ or moderating an online community forum.	App/ Int
2 Experience of delivering online services	App/ Int
3 Experience of working with service users either directly or through digital services	App/ Int
4 Good understanding of online communities and peer to peer support	Int
5 Understand how digital can be used to assist and improve knowledge and self-management	Int
6 Able to think creatively about developing the online community	Int
7 Ability to work well with volunteers to ensure the smooth running of the community.	App/Int

8	Great written and spoken communication skill	App/Int
9	Highly digitally literate with excellent IT skills	Int
10	Excellent interpersonal skills	Int
11	Excellent communicator	Int
12	Be professional and discreet when working closely with members of our community including a commitment to safeguarding.	Int
13	Able to work well within an ever-changing digital and technology environment	Int