

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	Improvement & Impact Support Officer	Location	Flexible – London, Chesterfield or homeworking. Some travel expected to London or Chesterfield offices.
Contract type	Full-time, 35 hours per week	Contract length	Permanent
Date	Nov 2021		

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 until arthritis is 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.

We have big ambitions and all of our activities must work together to deliver these. In this way we will build recognition of the impact of arthritis. We will catalyse and galvanise communities across the UK who push back against arthritis. We will find, discover, innovate and enable new solutions, directly provide these and influence others to make big change happen. We will reach and support every child and young person living with arthritis and we will lead the generation and application of research knowledge relevant to arthritis. Critical to success is growing our income and creating a sustainable organisation equipped and able to deliver the support and solutions that people will look for.

Main purpose of the role

This role is responsible for contributing to the successful running of the Improvement & Impact Business Partnering activity within the Finance & Corporate Resources Directorate.

Fundamental to this role is the provision of support, advice, assistance and delivery capacity to the Improvement & Impact Business Partner team in the Improvement & Impact (I&I) department

Each of the three Business Partner roles has two distinct elements. The first element is common to each of the three roles. The second element is common to each role in terms of the work done but distinct in terms of the specialist expertise the post holder will offer. This second element covers performance, planning and impact and evaluation.

- 1) Business partnering - the role of the Business Partner is to work with an identified/designated directorate (or directorates) to help ensure:
 - An effective and appropriate operating strategy.
 - A range of appropriate performance measures and metrics.
 - Formalised and agreed narrative reporting that allows progress to be identified and reported.
 - Appropriate change management objectives and suitable project or programme management resources to deliver this.
 - 'Insight' that helps the recurring activities and change initiatives within the directorate/s.

The Improvement and Impact Officer will assist their Business Partners in **all** aspects of the above and will ensure that good practice and improvement opportunities are shared across the Business Partnering team and onward to each directorate.

- 2) In addition, the post-holder will assist their Business Partner with planning.

The Improvement & Impact Support Officer will assist the I&I Business Partner in their particular specialist area - offering advice, support and delivery capacity in that area. They will also provide advice and assistance to their fellow I&I Support Officer and Business & Portfolio Analyst, with a particular focus on their specialist area.

The post-holder will, in return, seek input from their fellow Support Officer in the other two disciplines.

Management and key relationships

Roles managed	None
Reports to	Improvement & Impact Business Partner (Planning)

Key Relationships	<p>Working in conjunction with their Business Partner, the Improvement and Impact Support Officer is likely to interact regularly with:</p> <ul style="list-style-type: none"> • Organisation Leadership Team (OLT) members. • PAs and Directorate Business Managers and other senior support staff across the charity. • Other Finance & Corporate Resources teams including the Finance (particularly Finance Business Partners), Awards and Procurement, Governance & ICT/Digital teams. • People & Organisational Development teams (particularly the People Business Partners).
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Key responsibilities	
1	Provide an effective and valued support service to the Business Partner for a specified directorate/directorates in that individual's business partnering role.
2	Provide an effective and valued advisory service in planning to their Business Partner.
3	Provide advice, support and assistance to the other two I&I Business Partners, their I&I Support Officer and the Business & Portfolio Analyst on planning or performance as requested and/or appropriate.
4	<p>Work with the knowledge of, and (as appropriate) input from, the I&I Business Partner to provide advice support and assistance to any part of the charity that is seeking input on planning or performance.</p> <p>Possible internal customers might include (but are not limited to) the Board, Board Committees, OLT, individual directors and senior managers across the organisation who have an interest in, or need for, improved approaches to planning.</p>
5	Ensure that data used for Business Partnering purposes is robust, appropriately managed and governed in line with applicable standards and laws (for example GDPR). Identify flaws in the completeness and/or robustness and reliability as required.
6	Work with the I&I Business Partners to keep up to date on good practice and emerging trends in the area of planning and/or performance and/or impact.

Criminal Record Check

Requirement	This role <u>DOES NOT</u> require a Criminal Record check
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Person specification

Knowledge, skills and experience: key requirements

Requirement	Evaluation Stage
1 A demonstrable understanding of the principles of Business Partnering and appropriate practical experience of business partnering service delivery.	Interview
2 Demonstrable experience in the areas of Planning/Performance/impact and experience of delivering advice to a business on the practical application of expertise in this area and the development of advances and improvements in the same.	Application/ Interview
3 Experience of working with a range of internal stakeholders and evidence of the ability to challenge constructively, collaborate, facilitate, network and influence.	Application/ Interview
4 Experience of working in a team and being able to work constructively and collegiately and to share information, knowledge and experience openly.	Application/ Interview
5 Good oral and written skills and the ability to communicate complex ideas effectively.	Interview
6 Good attention to detail.	Interview
7 A flexible and innovative approach to working and tasks.	Interview
8 Good analytical and organisational skills.	Interview

Desirable requirements

Requirement	Evaluation Stage
1 An interest in improving the lives of people with arthritis and the willingness to gain knowledge of arthritis and musculoskeletal conditions.	Application
2 Have experience of working for a large charity, organisation or equivalent.	Application/ interview

Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.