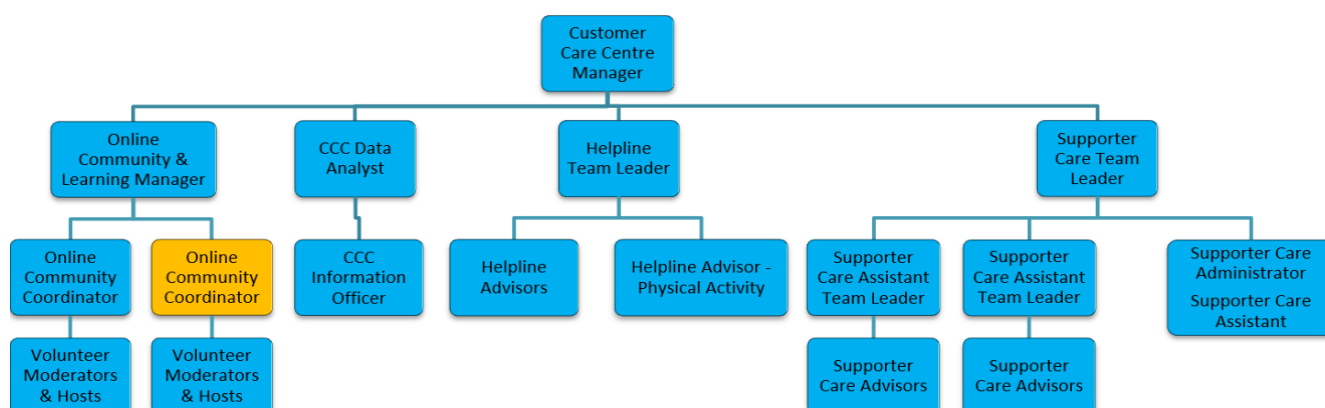


ONLINE COMMUNITY COORDINATOR

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|----------------------|-------------------------------------|
| DIRECTORATE: | Operations |
| SECTION: | Customer Care Centre (CCC) |
| REPORTING TO: | Online Community & Learning Manager |
| CONTRACT: | Permanent (Part-Time) |

Customer Care Centre Team



WORKING RELATIONSHIPS:

Inside Diabetes UK

CCC Manager, Supporter Care and Helpline teams, Online Community and Learning Manager, Volunteers, CCC Information Team, Education Team for “Learning Zone”, Policy Team, Care Team, Communications Team, National and Regional Offices, Fundraising Team, Clinical Team, Digital Team, Marketing Team, Safeguarding Team.

Outside Diabetes UK

Online Community service users, statutory agencies, other charities, voluntary and independent organisations, funders.

OVERALL PURPOSE OF THE JOB

To support the moderators, volunteers, and hosts and to deliver a smooth online experience by communicating with the Diabetes UK community. The main focus will be to assist and continue the function of the peer to peer support for people online affected by diabetes.

- Support the day-to-day running of the online community
- Engage with the community as a team lead for moderators, hosts, and volunteers
- Continue to monitor the platform and watch for increase in engagement on particular subjects
- Manage check in times for self, moderators, and hosts
- Encourage discussions and provide support to the community through regular interaction throughout the day
- Highly interpersonal role, requiring a high level of sympathy, empathy, and compassion towards our online community and an ability to effectively manage difficult or potentially volatile situations stopping them from escalating
- Coordinate with the Information Coordinator to aid with responding to incoming communications and requests to the online community team
- Provide practical support and guidance in assistance to the Online Community and Learning Manager

MAIN DUTIES AND RESPONSIBILITIES:

- Have an active, positive presence within the community acting as the voice between the community and the organisation
- Generate relevant, stimulating content to keep the community active and engaged being sensitive to not overwhelming the community with Diabetes UK messaging
- Provide day-to-day support to the community, ensuring new and existing members are getting timely and helpful responses from other members and/or forum volunteers
- Ensure that new members are appropriately welcomed within service level agreement (SLA)
- Respond to incoming external communications to the team, in the form of emails, web form enquiries and private messages
- Respond to technical or administrative concerns, collaborating with the forum manager to resolve issues
- Use backend access to the forum software to review flagged users, resolve user account issues and investigate concerns over misconduct or issues around safeguarding
- Be vigilant in identifying unusual activity and alerting the Online Community and Learning Manager immediately
- To act as a key decision-maker during out-of-hours periods, taking action within policy in critical situations, especially where safeguarding concerns arise, or inappropriate posts appear. When appropriate i.e. when a complaint is made, escalating for further support during usual operating hours

- To work closely with the team of geographically dispersed volunteers, and the Diabetes UK Central Volunteering Team, in line with the Volunteer Journey, ensuring all volunteers are effectively managed and supported as per our guidance, policies and procedures.
- Act quickly and proactively in managing conflict within the community and removing spam or dangerous/offensive content and ensure the safety of community members and volunteers
- To act as a team leader/supervisor to the dispersed volunteers, responding to queries, reporting and escalating issues to the Online Community and Learning Manager
- Keep a log and awareness of overall engagement on the online community
- Assist the Online Community and Learning Manager with the provision of relevant training for volunteers as required
- To undertake any other reasonable task as requested by the Online Community and Learning Manager or other Senior Manager

Under the Safeguarding Vulnerable Groups Act 2006, as amended in particular by the Protection of Freedoms Act 2012 this post is subject to pre-employment criminal records checks through the Disclosure and Barring Scheme (DBS), Disclosure Scotland, Access NI.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Build and manage professional relationships with moderators, hosts, volunteers, and Diabetes UK staff
- Effectively manage and motivate a remote team to deliver against a set of objectives which are aligned to the overarching organisational goal
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people
- Work as an effective team member and leader, showing flexibility and a willingness to collaborate with others to get the job done

The best person for this job will have experience in:

- Supporting, developing, and moderating online forums/ communities
- Understanding how online communities develop and prosper
- Managing and resolving conflict and disagreements
- Working with and supervising volunteers to deliver services
- Communicating complex information clearly both verbally and in writing, to a wide range of people
- Representing an organisation externally and of identifying and managing reputational risk
- Knowing the rights and legislation affecting people with diabetes and keeping the community up to date with any changes
- Working in a health related field

The best person for this job will be:

- Educated to A level or have equivalent work experience
- Able to communicate effectively both verbally and in writing
- Able to communicate openly, honestly and clearly and know how to meet the needs of an online community
- Fully competent with an awareness of safeguarding practices and processes in an online setting
- Able to make effective decisions in a fast paced environment
- Solution focused and be able to negotiate, apply tact and discretion when conveying challenging and sensitive information
- Willing and able to work flexibly and outside of office hours

Appendix 1 (Shift Pattern - Subject to change)

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|-----------|--|--------------|
| Monday: | 13:00pm-15:00pm | (2 hours) |
| Tuesday | 10:00am-12:00pm and 19:00pm- 23:00pm | (6 hours) |
| Wednesday | 10:00am-12:00pm and 19:00pm- 23:00pm | (6 hours) |
| Thursday | Non-Working Day | (Zero Hours) |
| Friday | Non-Working Day | (Zero hours) |
| Saturday | 09:00am-11:00am and 15:00pm-17:00pm and 20:00pm- 23:00pm | (7 hours) |
| Sunday | Non-Working Day | (Zero Hours) |
| | | (21 Hours) |