



The Nancy Oldfield Trust at Neatishead is seeking a part-time 'Changing Tack' Facilitator to start work as soon as possible at the Nancy Oldfield Trust

'Changing Tack' is a special initiative within the Trust that has now been running for over two years to reach particularly vulnerable and disadvantaged people who have not been to the Trust before or who have been unable to access and enjoy the Norfolk Broads for whatever reason. It incorporates our 'Wellbeing on the Water' project which aims to promote the benefits of water activities for the health of all our visitors.

Job Description

Aim:

- To identify and attract new visitors, promoting the Changing Tack project and the powerful idea of 'Wellbeing on Water' to improve mental and physical health
- To further develop the established program which specifically supports vulnerable people of all ages who can benefit from taking part in the water-based activities provided by the Trust.

The Changing Tack Facilitator role is primarily office based but with the flexibility to accompany visiting groups on activities on the water as well as visiting potential organisations and individual visitors to the Trust to explain and promote our activities

This role provides the opportunity to develop new programmes to meet needs identified through contacting and liaising with organisations in Norfolk and further afield. The Trust is already working with people with addiction problems, mental health issues and those who are receiving palliative care for cancer and other life limiting conditions. We aspire to increase our programmes of wellbeing including more emphasis on therapeutic activities including music, art and photography. This will require sourcing appropriate volunteers and may involve training of staff and volunteers.

Responsible to: The Centre Manager of the Nancy Oldfield Trust.

Relationships:

- Working closely with the Centre Manager who provides support, guidance and oversight.
- Working closely with the instructors and administration/ reception staff, to ensure a seamless welcome to the Trust from initial contact, through the activities during the visit, feedback collection and subsequent follow up after visits have taken place
- Ensuring that staff and volunteers are well briefed about the needs and expectations of our visitors and any areas of sensitivity.

Location: Nancy Oldfield Trust Centre, Irstead Road, Neatishead, Norwich, NR12 8BJ



Terms and Conditions

14 hours per week @ £11 per hour = £8,004 (To be reviewed April 2020)

Days of the week to be worked flexibly.

Annual Leave - 25 days (pro rata) plus bank holidays.

Key roles:

- To lead the changing Tack initiative, in line with the agreed development plan (part of the Trusts Strategic Plan) identifying new visitors, developing programmes with them and their organisations, resourcing these with appropriately trained staff and volunteers and ensuring that feedback is collected and acted upon.
- Identify and attend events for promoting the Trust to bring in different groups of visitors including giving presentations when appropriate. Identify volunteers to assist with events.
- Ensure that NOT is known within disability organisations to ensure links are maintained and NOT contributes to the range of activities available for disabled and disadvantaged people of all ages both locally and nationally.
- Ensure that policies/ procedures for new initiatives under CT umbrella are developed and understood by staff and volunteers.
- Ensuring, in cooperation with our Senior Instructors, that suitable programmes are set up for visitors to meet their needs and to optimise their experience of activities and that suitable ratios of appropriately briefed staff and volunteers are allocated to sessions.
- Contribute to the Marketing sub-group of the Trust and the website development group.
- Maintaining and strengthening the links already established with visitors from around the country.
- Acting as the Trust's representative on the Broads Environmental Education Network (BEEN) and building on links with other organisations within the network
- Researching and developing our sail training activities for women and exploring the potential for extending women-led boating opportunities to disabled, vulnerable or disadvantaged women.
- Researching the barriers to young disabled and disadvantaged sailors and identifying the limitations of our existing facilities and equipment.
- Promoting the benefits of a visit to the Trust to all vulnerable visitors of all ages and backgrounds through personal contact, written material and social media.
- Managing data in the office in accordance with current data protection laws (GDPR) and accepted good practice.
- Being prepared to assist other staff with any tasks as reasonably requested.

Qualifications required: A good level of general education.



Knowledge and Experience:

- Knowledge of the voluntary sector an advantage.
- Knowledge of water-based activities desirable (if the successful applicant does not have water activity experience, orientation and training will be given).
- Familiarity with disability issues and experience of working with disabled and vulnerable people of all ages an advantage.
- A general understanding of addiction problems, mental health and palliative care would be useful.
- Familiarity with safeguarding issues for vulnerable adults and children an advantage.
- Experience of customer focussed work and marketing advantageous.
- An understanding of gender and diversity issues is important.

Skills:

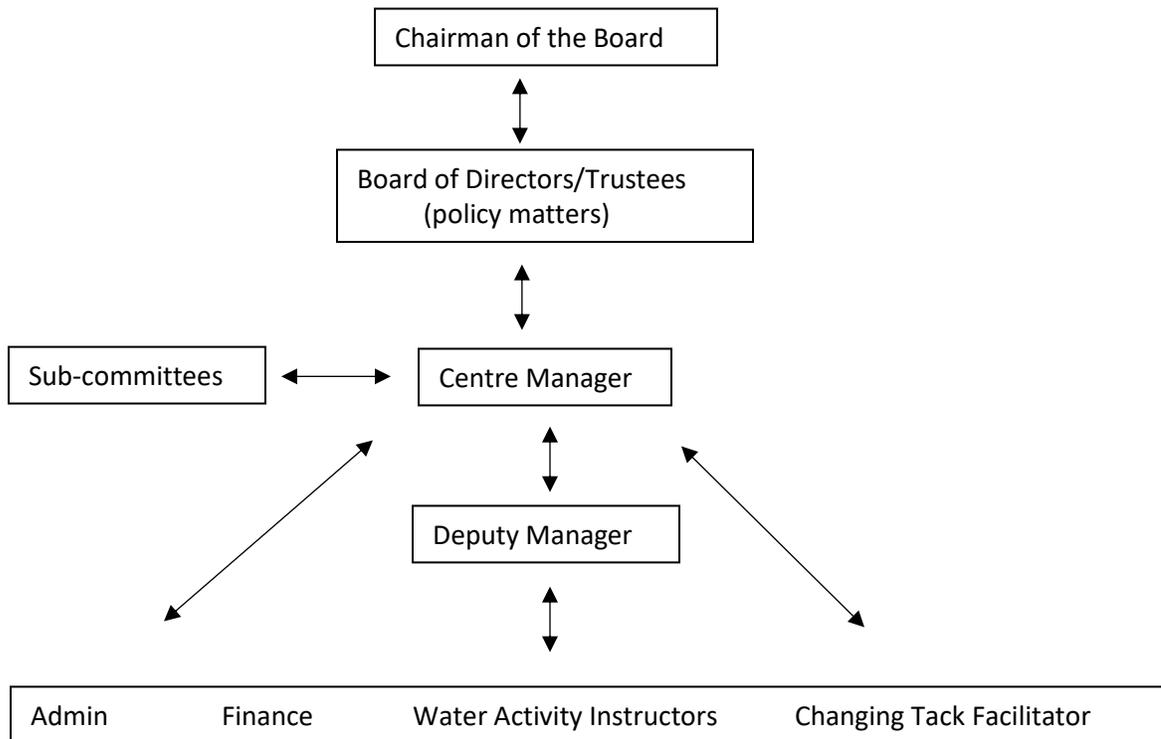
- Ability to represent the Trust and give confident and credible presentations
- Should work in a structured and methodical way.
- Possess good written and numeracy skills.
- Demonstrate good communication skills, both verbal and written
- Efficient and well organised in an office environment.
- Good computer literacy and familiarity with Microsoft Office applications including Excel, Word and Access are desirable.
- Familiarity with website and social media management.

Attitudes and behaviours that you will need in this role:

- Having excellent interpersonal skills, including good humour, patience, sensitivity and empathy when working with all our visitors, staff and volunteers is an essential requirement for the role.
- Having a willingness to be flexible in the working environment.
- Having the ability and willingness to work effectively, cooperatively and inclusively within a small, close-knit team.



Management Structure



Job Description Reviewed May 2019

Please contact us for an application form and further details of this post at;

Nancy Oldfield Trust, Instead Road, Neatishead, Norwich, Norfolk, NR12 8BJ

e-mail info@nancyoldfield.org.uk

Telephone 01692 630572.

The closing date for applications is 1200hrs on Monday 3rd June. Interviews will take place during the week beginning Monday 10th June.