

Little things can make a **big** difference.



**Cath**

I'm very lucky to be part of a wonderful team, who all have the same aspirations for people living with sight loss.



**John**

It helps to be around others who can relate - there's no embarrassment, as we're all in a similar situation.

Member Services Manager  
Information Pack

[www.vistablind.org.uk](http://www.vistablind.org.uk)

## Introduction

Vista is an independent, local charity providing information, support and care to people affected by sight loss living in Leicester, Leicestershire and Rutland. Our three core aims are:

- To prevent avoidable sight loss
- To reduce the impact of sight loss
- To provide care and support to people affected by sight loss

Vista provides support to thousands of people across the area, through our many services, projects and activities. Some people choose to become Members of Vista adding their voice to the charity and often contributing to the way we work. We currently have 570 members but want to grow this to include more of the people who are affected by sight loss in LLR.

## About Vista

Vista is a specialist charity, providing services and support to people affected by sight loss. We support people of all ages, across all local communities, regardless of the cause or impact of their sight loss and we know that the right help at the right time changes lives. We aim to be there when it matters, and our services include specialist support for children and adults of all ages, from paediatrics to end-of-life care.

We also have a long history of seeking and using funding to set up and run projects that target specific groups or seek to tackle key issues that blind and partially sighted people face. As well as hosting multi-partner programmes, our current projects include:

- Digital inclusion
- Befriending, buddying and sighted guiding
- Social inclusion activities
- Awareness raising and public screening
- Member communications including our virtual community 'Hub'

We are funded from a range of sources including fees for residential places, large grants and awards, local authority and NHS contracts and fundraising.

Supported from an office in Leicester, the majority of our services are delivered in our communities, our residential settings and in people's homes.

Vista employs around 300 people and has a similar number of volunteers working across all areas of our organisation.

## Vista's Values:

- We care about people
- We are not afraid to change
- We listen and learn
- We are open and honest
- We work best as a team
- We are proud of Vista.

For more information about our people and our work, visit our website:

<https://www.vistablind.org.uk/about-vista/case-studies/>

## About you

We work in a hybrid and flexible way and actively encourage applications from people who have experience of living with sight loss or other disabilities. Our office base is in Leicester, but our community of people and partners covers Leicester, Leicestershire and Rutland and so will you.

You already have significant experience of working with communities of need and people who are risk of social isolation and have seen for yourself its impacts on health, wellbeing, confidence and independence. Though you may not have direct experience of sight loss or other sensory, physical and neurological disabilities, you bring an energy and commitment that are contagious and will naturally support and enable people to try new things and get involved.

Regardless of your specific experience, you have clear, proven and demonstrable skills that will make you successful in this role from the start, including:

- Experience of:
  - o work in community-based services
  - o listening and responding to the people who use services
  - o the funding and reporting process for charitable projects
  - o developing and support volunteers
- Knowledge and understanding of:
  - o Budget management
  - o Project management from conception to evaluation
  - o The causes and impacts of loneliness and social isolation
  - o Human nature and influencing techniques
- Personal skills:
  - o Excellent listening and communication skills
  - o Strong commitment to equality and diversity
  - o Good networker, capable of building relationships at all levels
  - o A compelling story-teller
  - o Self motivated, tenacious and creative

As an employee of Vista, you will be fully supported to help you succeed and while this includes providing you with any training and induction that you need, you can also access a range of benefits including:

- Opportunities to learn, develop and get involved
- 28 days annual leave (on top of bank-holidays)
- Your birthday is always a day off as a gift from Vista
- Flexible working and individual support through life's struggles
- An employee assistance programme including access to free, confidential advice and support across a wide range of health, wellbeing, financial and legal issues
- Access to discount schemes and reimbursement for dental, optician and medical costs

## About the Role

Our Member Services include the projects, big and small, that make us special and you will play an essential role in co-producing, developing, planning and managing these. Working as part of a team of passionate and skilled staff and volunteers, you will help us reach more people and enable Vista to deliver its strategic objectives and future vision.

This role is funded up to 30 hours a week for 12 months, thanks to specific grant funding we've received to lead, manage and create projects to reach and support and grow our membership. In future, we expect the post to be funded through contributions from all the project-funding that it generates, becoming self-sustaining.

### Primary Responsibilities:

- To drive, manage and co-ordinate a wide range of projects and activities that engage with and support people affected by sight loss;
- To support the development and empowerment of user and peer-led groups and activities;
- To capture and share the learning around the risks and impacts of social isolation within our community and the ways in which they can be reduced;
- To build and maintain active networks of contact across local services, communities and partner organisations to further encourage and enable active social inclusion;
- To manage budgets and resources to have maximum impact.

## To Apply

[Click here](#) or go to <https://www.vistablind.org.uk/join-our-team/>

To arrange an informal chat about the post, please contact the Director for Care and Services or CEO:



Steve Payne, Director of Care and Services:  
[Stephen.payne@vistablind.org.uk](mailto:Stephen.payne@vistablind.org.uk)



Susan Hoath, CEO:  
[susan.hoath@vistablind.org.uk](mailto:susan.hoath@vistablind.org.uk)

## Job Description

**Role:** Member Support Services Manager

**Department:** Care and Services

**Reports to:** Director of Care and Services

### Primary Objectives:

1. To drive, manage, co-ordinate and deliver of a wide range of projects and activities that engage with and support people affected by sight loss;
2. To support the development and empowerment of user and peer-led groups and activities;
3. To capture and share the learning around the risks and impacts of social isolation within our community and the ways in which that be reduced;
4. To build and maintain active networks of contact across local services, communities and partner organisations to further encourage and enable active social inclusion.

### Main Duties:

- To implement a membership development and engagement plan.
- To manage departmental resources and set workflow priorities.
- Proactively plan and deliver key network opportunities across LLR to meet the needs of our membership services offer.
- Maintain a regular and up to date log of engagement with members, enquiries received and service uptake using our customer relationship management (CRM) system Charity Log.
- To take a creative, lateral and person-centred approach to engaging with people and enabling them to build strong human connections.
- To actively engage with Vista's members and beneficiaries to inform project and service development using strength-based approach.
- To be responsible for member recruitment and retention
- To find and actively support natural connectors within our community; growing community capacity and helping people to support each other.
- To work closely alongside colleagues at Vista and in other sight loss charities to build wrap-around support that compliments existing services and fills identified gaps.
- To project manage and lead the development and delivery of projects and proposals from concept through to evaluation, ensuring that funding is secured to make a lasting impact.

- To actively manage relationship[s with the income generation and business development team
- To be accountable for budget management and financial processes linked to project delivery within scope of the role.
- To actively support the development of volunteering opportunities and activities.
- To manage and lead the continuous improvement of key member and beneficiary services including but not limited to:
  - o Digital Vision / Digital Dynamos
  - o Let's Talk (telephone befriending)
  - o Buddying and sighted guiding
  - o Audio and print information and communication
  - o Our virtual community 'Hub'
  - o Activities to raise awareness across our communities.

### Person Specification

SP Dec 2021

The ideal candidate for this post will have significant experience of working with and supporting people who are at risk of or experiencing social isolation and its impacts on health, wellbeing, confidence and independence. Though they may not have direct experience of sight loss or other sensory, physical or neurological disabilities, they bring energy and commitment that are contagious and will naturally support and enable people to try new things and get involved.

| Criteria                    | Essential   | Desirable   | Evidenced            |
|-----------------------------|---|---|----------------------|
| Qualifications and Training | <p>Educated to A-Level standard.</p> <p>Evidence of continued professional development and self-led learning.</p>                       | Degree-level qualification in a relevant field.   | Applic'n             |
| Experience                  | <p>Experience of working in community-based services.</p> <p>Experience of listening and responding to the people who use services.</p> | <p>Lived experience of the impact of sight loss or other disability.</p> <p>Experience of working creatively and building solutions that bring different stakeholders together.</p> | Applic'n & Interview |

|                                    |   |   |                                 |
|------------------------------------|---|---|---------------------------------|
|                                    | <p>Experience of the funding process for charitable projects.</p> <p>Demonstrable record of success in an equivalent role.</p> <p>Experience of developing and supporting volunteers.</p>   |   |                                 |
| <p><b>Skills and Knowledge</b></p> | <p>Experience of budget management</p> <p>Excellent listening and communication skills.</p> <p>Innovative Project management skills (from conception to evaluation).</p> <p>Strong understanding of human nature.</p> <p>Clear commitment to diversity and inclusion.</p> | <p>Financially astute, ideally with experience in a relevant sector.</p> <p>Techniques for measuring and evaluating impact over time.</p> <p>The factors that affect loneliness and the likely impacts of social isolation.</p> | <p>Applic'n &amp; Interview</p> |
| <p><b>Personal Qualities</b></p>   | <p>Naturally personable and highly empathetic.</p> <p>Strong team player and a good networker, capable of building effective relationships at all levels.</p> <p>A story-teller who is persuasive and compelling.</p>   |   | <p>Applic'n &amp; Interview</p> |



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|--|---|--|--|
|  | Self-motivated,<br>tenacious and<br>creative. |  |  |
|--|---|--|--|