

# Job description

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**Job title:** Involvement Coordinator

**Reports to:** Community Involvement Partner

**Department:** Volunteering and Involvement

**Directorate:** People and Culture

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## Our vision

A future free from arthritis.

## Our mission

We won't rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

## Our values

We are United, Compassionate, Inclusive and Brave in all that we do.

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## People and Culture (P&C) Directorate

Our People and Culture Directorate delivers all our people related services including Culture, People Business Partnering, People Operations, Diversity and Inclusion, Learning and Development and Volunteering and Involvement. We work together to ensure that Arthritis UK is a great place to work and volunteer and that everyone feels, engaged, motivated, supported, valued, included and able to do their best for people with arthritis.

## Job purpose

As an Involvement Coordinator, you will support the smooth running of involvement activity across the organisation, helping to ensure that it is accessible, inclusive, and supportive for everyone taking part. You will coordinate key tasks related to the Involvement Network ([Involvement Network | Arthritis UK](#)) and Community Involvement Network ([Join our Community Involvement Network | Arthritis UK](#)) lifecycles, ensuring data integrity and confidentiality, maintaining accurate records, and responding to enquiries. You'll make sure that people feel well-supported throughout their involvement.

Working closely with colleagues across the organisation, you'll help to deliver involvement opportunities and support ongoing projects, making sure things run efficiently and to a high standard. You will also assist in improving day-to-day processes to enhance the experience of everyone taking part in our networks.

## Main duties

- Provide integrated support to involvement team members, supporting them to work efficiently and effectively and in an integrated way.
- Act as main contact point for our Involvement Network and Community Involvement Network ensuring enquiries and contacts are dealt with efficiently, effectively and in line with our values and behaviours.
- To provide support to internal and external teams, adhering to best practice guidelines when engaging with our Involvement Network communities.
- Making logistical arrangements for Involvement and Community Involvement Network meetings, note taking and sharing meeting documents, ensuring any requests for adjustments to meet the needs of people with arthritis are met.
- Support the stewardship our Involved Network and Community Involvement Network members, through the maintenance of effective

records of engagement, using data and insights to inform work to retain existing relationships and develop new ones.

- Support communications work with our Involvement Networks by helping to source and share content and providing administrative support in the production of communications materials.
- Support recruitment, onboarding and broader training and development activities for our Involvement Networks including through assisting with the organisation of key events and maintaining accurate records of training and development activities, in line with wider organisational approaches.
- Support work to diversify the people participating in involvement activities and advocate for this as part of all involvement work.
- Proactively acting as a link between the wider organisation and our network involvement communities, including through information sharing, monitoring and progressing shared work, aligning current activities and troubleshooting.
- To contribute to and embed a continuous improvement approach by developing and improving system and process efficiency to enhance the experience for our involvement network members and promote increased engagement and satisfaction.
- To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
- To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
- To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
- To undertake any other duties as appropriate to the role and organisational requirements.

### **Key stakeholders and relationships (internal/external)**

- People and Culture directorate.
- Other directorates.

- External partners.
  - Involvement Network.
  - Community Involvement Network.
  - Volunteers.
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End of job description. Person specification on following page.

# Person specification

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## Experience and knowledge

- Experience of providing excellent coordinated support to a wide range of stakeholders.
- Excellent attention to detail and to providing high quality customer service.
- Experienced in building strong relationships quickly, working with people from a broad range of backgrounds and with different perspectives.

## Skills

- Effective communication skills both written and verbal to produce support materials, guidance notes, presentations, newsletters etc.
- High quality customer service skills with the ability to anticipate needs, empathise and ensure efficient, streamlined and user-friendly services.
- Excellent planning organisational skills with an ability to work proactively, establish priorities, work to deadlines and comfortable working at pace.
- Good attention to detail and accuracy of data input.
- Continuous improvement approach with a positive attitude to change.
- Engaging with members of Arthritis UK's Involvement Network and external partners.
- Proficient in Microsoft Office applications and the willingness to learn other ICT applications needed for the role to a proficient level, such as SharePoint, Engaging Networks, Right Market etc.

## Desirable experience, knowledge and skills

- Experience of IT Systems used to manage volunteers or involved people.
  - Experience of working with people lived experience.
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# Criminal Record Check

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Arthritis UK is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role **DOES NOT** require a Criminal Record check.

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End of person specification.