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**Online Community Assistant (Weekend)**

**Job description**

**Together we are help and hope for everyone living with dementia**

**Who we are**

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.

**Our values**

**Dementia is the biggest health and social challenge of our time.**

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer’s Society we’re working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We’re here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK’s largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

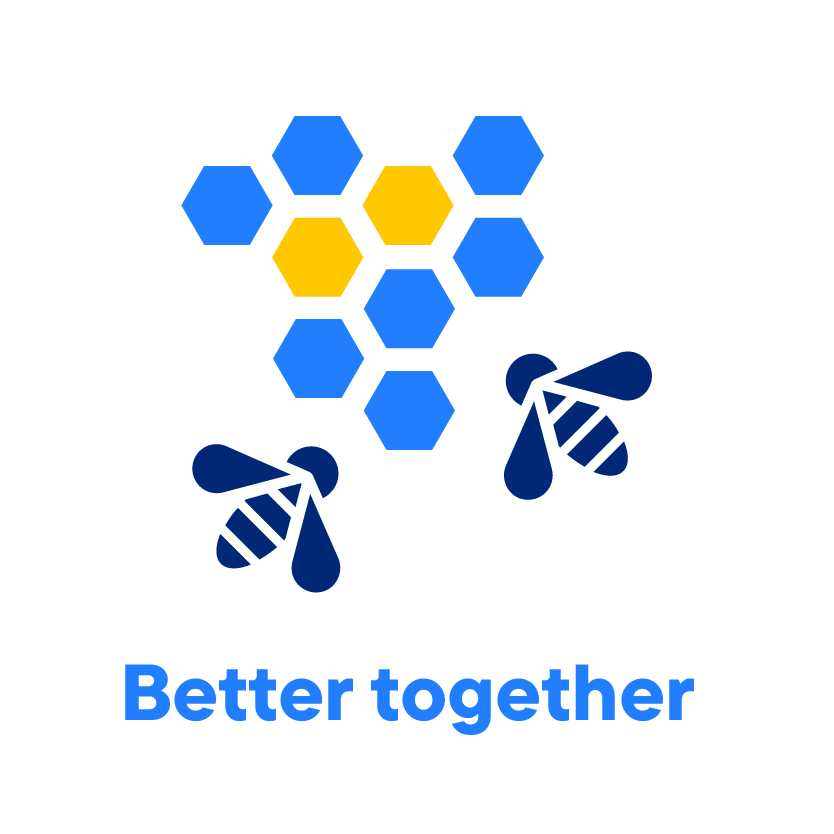
**Together we are help and hope for everyone living with dementia.**



**We’re passionate, we’re focused and we make a lasting impact for everyone living with dementia.**



**We’re listening, we’re learning and we use experience and evidence.**



**We’re open, we combine our strengths and we achieve more together.**



**We’re kind, we’re honest and we don’t shy away from challenges.**

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer’s Society.

**Position in the Organisation**

**Online Community Assistant (Weekend)**

Reports to the Online Communities Manager  
Member of our Universal Services team.  
Part of our Dementia Support and Partnerships directorate.

**Purpose of this Role**

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

Our Online Communities is a key component of our Universal Services offer which aims to enable those living and affected by dementia to ask questions, get support, and connect with others with shared-experience.

The Online Community Assistant will support the effective operation, promotion, and evaluation of our Online Communities, ensuring that our services are developed in response to user need, in line with best practice and are responsible to a fast changing digital world. **This is a full-time (35 hours per week) role and the postholder must be able to work three days during the week as well as every Saturday and Sunday.**

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A Trusted Expert** who believes in working **Better Together** and demonstrates true **Compassion**.

**Key Accountabilities and Responsibilities**

* *Supports the delivery of the Dementia Support Forum service (including every Saturday and Sunday). Works closely with the Online Community Coordinator (Weekend) to review community activity, handle live issues, and provide clear handover communication to the rest of the team*
* *Represents Alzheimer’s Society, its policies and views on Dementia Support Forum appropriately. Responds to questions and comments from users in an empathic and constructive manner*
* *Works closely with the Online Community Coordinators and the other Online Community Assistants on the day-to-day operation of the service, agreeing tasks and working together as required*
* *Supports volunteer moderators and hosts, who are geographically dispersed and work from home, acknowledging their contributions, offering support and handling queries in an empathetic manner*
* *Supports the Online Community Coordinators to respond to requests and enquiries about the service, building effective working relationships with colleagues from other departments and directorates*
* *Assists the Online Communities team to represent and promote the Society and the Dementia Support Forum service at external events and with external stakeholders online or offline*
* *Supports the Online Communities Manager and work with the Online Community Team to deliver the Dementia Support Forum service, meeting agreed performance and quality standards*
* *Maintains a watching brief on community discussions and take necessary action to respond to inappropriate content, and moderate in line with the terms and conditions*
* *Assists with the management of conflict among community members and volunteers when it arises, in a manner that is both empathetic and assertive*
* *Assists in ensuring that safeguarding issues are identified promptly and managed in line with Alzheimer’s Society policy and all legal requirements*
* *Independently manages the service email inbox, triaging and handling or escalating enquiries. Ensure that they are dealt with empathically and in line with the service standard*
* *Leads on at least one key project to operate, develop, promote, or evaluate the service*
* *Supports team projects which could include: supporting our Equality Diversity and Inclusion projects, running service improvement projects, working on promotional campaign projects, and creating and managing evaluation reports*
* *Take ownership of at least one area of community management work which could include: handling technical issues, analysing service data, handling content and data requests, curating service user content, supporting the creation of email newsletters, and creating content*
* *Supports the effective collection of service data from multiple sources including online community discussions, emails, the community software platform, and Google Analytics*
* *Actively supports our six-monthly team meetings and take the lead in at least one area including: meeting planning, supporting volunteers, minute-taking and facilitation of group discussion*
* Acts as an ambassador for Dementia Support Forum, promoting the benefits and impact of the service to encourage other people to promote, signpost, and join the service
* Actively supports the internal promotion of Dementia Support Forum by responding to enquiries and taking part in the delivery of bi-monthly Dementia Support Forum webinars
* Takes an active role in events to showcase the impact of the service which could include: online events, in-person service visits and Society or charity conferences
* Networks with other online community professionals to share good practice from our work, and feed learning and best practice into the development of Dementia Support Forum

**We are looking for someone who can…**

* Adhere to all the Society’s service standards, policies and procedures.
* Comply with the data protection regulations, ensuring that information on clients remains confidential.
* Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
* Work in a manner that facilitates inclusion, particularly of people with dementia.
* Implement the Society’s health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
* Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
* Follow the Society’s management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

**Person Specification and Selection Criteria**

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| --- | --- | --- |
| **Skills & Knowledge** | **Essential (E) or Desirable (D)** | **Application (A) or Interview (I)** |
| Excellent written and spoken English | E | A/I |
| Relevant experience or training in community management, online content moderation or digital communications | E | A/I |
| Excellent written and verbal communication skills, with proven ability to listen well to others, and to express views in a clear, empathetic and understanding manner | E | A/I |
| Experience in supporting or moderating online communities or groups, preferably peer support | E | A/I |
| Computer and internet literate, with a good knowledge and experience in using online communities and social media platforms | E | A/I |
| Experience in managing and overseeing an email enquiry mailbox, including triaging and prioritising queries, handling issues sensitively, and escalating when required | E | A/I |
| Knowledge of dementia and issues around dementia care | D | A/I |
| Understanding of the requirements of a service aimed at supporting vulnerable people, and the complex practical, emotional, physical and mental health of service users | D | A/I |

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| --- | --- | --- |
| **Competencies & Personal Attributes** | **Essential (E) or Desirable (D)** | **Application (A) or Interview (I)** |
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | E | A/I |
| Be a self-starter and incredibly motivated. | E | A/I |
| Excellent organisational and timekeeping skills. | E | A/I |
| Excellent attention to detail. | E | A/I |
| Non-judgemental communication | E | A/I |
| Commitment to and understanding of equal opportunities | E | A/I |
| Understanding of the inclusion agenda and its relevance within a diverse society | E | A/I |

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

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