Role Profile

Network Support Coordinator

Team:	Network Support Team (Services Directorate)
Reporting to:	Head of Network
Salary:	£34,278 per annum
Location	Home based, with regular travel across Yorkshire and Humber and occasional travel across the UK

The role purpose

To support Headway independent charities and volunteer-led branches across Yorkshire and Humber to provide sustainable, high-quality services for people affected by brain injury, while strengthening governance, resilience, partnership working and engagement across the regional network.

Overview of the Department/Team

Headway UK's Services Directorate provides direct support to people affected by brain injury and their families through services including the nurse-led helpline, Emergency Fund, training, the Approved Provider scheme and the Justice Programme.

Within the directorate, the Network Support Team supports affiliated Headway independent charities and volunteer-led branches across the UK. The postholder will work closely with Network Support Team colleagues and wider Headway UK teams

Key areas of accountability

Regional support and relationships

- Act as the principal contact for Headway charities and volunteer-led branches across Yorkshire and Humber, providing timely advice, practical support, information and training.
- Build trusted and constructive relationships with trustees, staff, volunteers and committee members, handling difficult conversations professionally and maintaining appropriate boundaries.
- Understand the strengths, needs and priorities of each local organisation, agreeing proportionate support and following up actions.

Governance, risk and improvement

- Support strong governance, service delivery and organisational practice, including compliance with the Rules of Affiliation and relevant Headway UK requirements.
- Identify and respond to organisational risk, including safeguarding, complaints, governance, finance, employment, data protection, health and safety, and service quality. Escalate serious concerns promptly and support proportionate improvement plans through to an appropriate resolution.

People and organisational sustainability

- Support the recruitment, induction, development and succession planning of trustees, committee members and volunteers, helping organisations build inclusive and sustainable teams.
- Help charities and branches demonstrate their impact and strengthen sustainability, including through partnership, funding and commissioning opportunities.

Regional engagement and development

- Facilitate regional meetings, learning opportunities and peer networks that encourage collaboration and the sharing of good practice.
- Undertake visits and attend meetings and events across the region, including occasional evening, weekend and overnight commitments.
- Monitor regional needs, services, gaps and opportunities, building productive relationships with commissioners, statutory services, voluntary organisations and other stakeholders.

Headway UK engagement and information

- Encourage participation in Headway UK campaigns, events and learning opportunities, including Action for Brain Injury Week and the Headway Annual Awards.
- Support the timely completion of annual information, surveys, financial returns and other updates required by Headway UK.
- Maintain accurate records and produce clear reports on support, activity, risk, progress and emerging themes.

Information, events and wider contribution

- Respond appropriately to enquiries from people affected by brain injury, families, carers and professionals, providing information and signposting to local and national Headway services.
- Plan and lead the annual Yorkshire and Humber Activity Day, managing objectives, budget and resources, contributors, risk, accessibility and evaluation.
- Work collaboratively across Headway UK, contribute to organisational priorities, develop a good working knowledge of issues affecting people with brain injury, and represent the charity and its values professionally.
- Undertake other reasonable duties consistent with the nature and level of the role.

Corporate responsibilities

- **Safeguarding** –Safeguarding is at the heart of what we do and every member of staff has a duty ensure that they understand and follow safeguarding procedures to promote the welfare of our staff and service users.
- **H&S** –We are an employer who is committed to Health and Safety and you will have a role to play ensuring that we continue to embed a health and safety culture.

- **GDPR** – You will help ensure that we remain fully compliant of our obligations in respect of data.
- **Equal Opportunities** is a key value of Headway UK. Every member of staff has a personal responsibility to ensure that they behave in an inclusive way and contribute to our diversity goals.
- **You are an Ambassador for Headway UK** – We want all our staff, regardless of roles to be our Ambassadors, representing the charity and promoting the work we do.

Person Specification

Network Support Coordinator (Yorkshire and Humber)

Experience and Knowledge	Essential/ Desirable	Assessment Method
A minimum of three years' experience working in the voluntary, community, health or social care sector.	Essential	Application/Interview
Experience of providing advice, support or organisational development to charities, community organisations, trustees, staff or volunteers.	Essential	Application/Interview
Understanding of charity governance, trustee responsibilities, organisational risk and the challenges facing community-based voluntary organisations.	Essential	Application/Interview
Experience of building effective relationships and supporting collaboration across organisations or sectors.	Essential	Application/Interview
Experience of supporting the recruitment, induction or development of volunteers, trustees or committee members.	Essential	Application/Interview
Knowledge of issues affecting people with brain injury and their families.	Desirable	Application/Interview
Experience of working within a federated charity, membership body or network of local organisations.	Desirable	Application/Interview
Awareness of developments affecting health, social care, local government and the voluntary sector.	Desirable	Application/Interview
Understanding of commissioning, fundraising or income-generation opportunities relevant to local charities.	Desirable	Application/Interview
Skills and Abilities	**Essential/ Desirable**	**Assessment Method**
Strong problem-solving and change-management skills, with the ability to provide balanced, practical and proportionate advice and support agreed improvements.	Essential	Application/Interview
Ability to assess risk, exercise sound judgement, handle sensitive situations calmly, maintain confidentiality and escalate concerns appropriately.	Essential	Application/Interview
Excellent organisational skills, with the ability to manage a varied workload, competing demands and deadlines.	Essential	Application/Interview

Confident facilitation, presentation and training skills, with the ability to encourage constructive participation.	Essential	Application/Interview
Ability to analyse information, identify themes and trends, maintain accurate records and produce clear written reports.	Essential	Application/Interview
Strong IT skills, including confidence using Microsoft 365, databases, CRM systems and online meeting platforms.	Essential	Application/Interview
Other	**Essential/ Desirable**	**Assessment Method**
Understanding of safeguarding, equality and inclusion, data protection, and health and safety.	Essential	Application/Interview
Ability to work effectively from home, with an appropriate workstation and set-up.	Essential	Application/Interview
Willingness and ability to travel regularly across Yorkshire and Humber, with occasional travel elsewhere in the UK, including some evening and weekend work and overnight stays.	Essential	Application/Interview
Full driving licence and access to a vehicle for work, or the ability to travel independently throughout the region.	Essential	Application/Interview
Appropriate workstation and set up to facilitate you working from home e.g. desk and adjustable chair	Essential	Application/Interview

Please note this role is subject to an enhanced criminal records check.

Reasonable adjustments will be considered throughout the recruitment process and in employment.