



Recruitment Pack

Join our dynamic team
Make a lasting impact
Change lives



**Together
Dementia
Support**

Living positively together
with Dementia

Registered Charity #1180628

Welcome

We are Together Dementia Support

Together Dementia Support was founded in 2014 by our CEO, Sally Ferris. Through her work experience in the dementia field, she saw the vacuum in support available to people after a diagnosis of dementia. She was shocked that people with the condition were left to decline, unsupported, at home and that no hope was given to either them or their families. There was no-one there to give information and emotional support, and there was certainly nowhere to go to see friends and enjoy activities and conversation.



Sally Ferris, CEO
BSc, MA, MSc Dementia Care

Aside from a cycle of appointments with local NHS Mental Health services, there was no other support available for people living with dementia or their families, carers and loved ones in Manchester. Everything Sally learned about dementia, she had to seek out and learn for herself. She earned a Masters degree in Dementia Care, but was still so appalled by the lack of support for a diagnosis and disease as prevalent as cancer but underwhelmingly prioritised for research or funding.

Determined to make sure people living with dementia got the support, care and education they deserved, Sally set up her own service: Together Dementia Support.

What started as a small Community Interest Company is now a thriving charity, with 11 FTE staff, 11 regular groups across Manchester and Trafford, and over 600 people regularly supported by the service. For people living with Dementia, we offer a range of activities such as social groups, walking groups, arts & crafts, music and games groups, as well as one-to-one at home social activity support. For carers, we provide online and in person group support, one-to-one advice and guidance, training opportunities, social outings, regular short-term respite and a friendly ear to listen.

What we do is unique, and the University of Salford recently conducted a study from 2019 – 2022 to assess the impact of our approach. They found, overwhelmingly, that people's wellbeing significantly improved from our research and experience-based skill maintenance activities, positive social interaction, and positive and inclusive attitude to dementia. Our services could even mean a person living with dementia is able to maintain functional skills for longer than they would have without our support.

Currently, it is estimated that 5,000 people are living with dementia in Manchester alone. We support less than 6% of them. There is no other dedicated dementia support service in Manchester, so the 95% of people we are not supporting are not being support by anyone.

Join our team, help us reach more of the 95%, and be the difference made in someone's life.

There is no small role in our organisation, and everyone – from our minibus drivers, business support staff, and our Dementia Group Leaders – makes a difference with everything they do.

We hope you will be inspired by us, and see yourself as part of our friendly, thriving and dedicated team changing lives in Manchester and Trafford.



Together Dementia Support

Living better
together with
Dementia

Everyone affected by Dementia has their voice heard, and has access to support, friendship and stimulating and therapeutic activities.

Aims

To amplify the voice of people living with dementia and carers, and showcase their talents, enabling them to participate in research and influence the provision of dementia services and care in Manchester and beyond.

To work with our partners, using our collective expertise to improve services and support for people living with dementia and their carers.

To improve the quality of life for people living with dementia and their carers in Manchester and Trafford, through the provision of high quality activities and advice, opportunities for friendship and peer support.

To increase awareness and understanding of dementia and reduce stigma, through information provision, training and developing a community of volunteers.

Values

We collaborate to increase our impact

Our services are high quality, creative and innovative

We are inclusive and accessible

We listen, learn and co-create services with people living with Dementia and their carers

We are committed to the people with whom we work

Meet the Senior Leadership Team



SALLY FERRIS BSc, MA, MSc Dementia Care
Founder & CEO

Sally has worked with older people in Manchester, Trafford and Salford for 30 years. She has an MSc in Dementia Care and has managed the Dementia Support Service for Salford Age UK, running a DoH pilot project to set up and evaluate peer support for people with dementia. Sally loves the opportunities TDS has to have to offer innovative services that respond to local people's needs – to make a difference on the ground.

“I look for people who are excellent communicators, who connect with our clients and really care about them. We have an ethos of person-centred care, and our employees reflect this with everything they do.”



FIONA BROWN
Business Support Manager

Fiona has spent the last ten years working in the public sector across Greater Manchester. Her experience includes programmes across public policy, health, arts, heritage, culture and co-ordinating public sector responses to the COVID-19 pandemic. For her, joining the TDS team was a natural step, where she can put her skills and experience into action to make a real difference to the lives of everyday people in Manchester.

“I look for for openness to learning, willingness to share new ideas, organisation and logical skills, and people looking to grow and develop personally and professionally.”



CLAIRE MARRETT
Service Delivery Manager

Claire joined TDS in 2019, and has worked in Salford for the last ten years – supporting carers and people living Dementia for Age UK Salford. She also did engagement work with the Institute for Dementia at Salford University. She has a PGCert in Dementia and the Enabling Environment.

“Excellent team work is one of the reasons TDS does what it does so well. I look for candidates who are dedicated to doing the best job they can for our clients, who are creative, kind – and great at communication.”

Additional benefits when working with TDS

Here at Together Dementia Support we are able to provide a competitive salary, plus extra benefits when joining us and for years of service.

- Incrementally rising rates of pay within the band of your job role
- A Staff Discount Scheme, covering popular brands such as Pandora, Look Fantastic, JD Williams, Argos, Boots and more. You can also save on your holidays with Hoseasons, Cottages UK, TUI and others.
- Annual leave allowance increases in line with years of service.
- Generous sick leave arrangements, increasing incrementally with years of service and supported by our Employee Assistance Programme. The programme also includes access to free counselling other well-being assistance tools.
- Ongoing professional development opportunities
- Regular wellbeing and team outings and activities
- Flexible hybrid working arrangements, depending on job role
- Free onsite parking at our main office



“Working with Together Dementia Support is so fulfilling. You get so much out of it, meet some amazing people, and you see week in week out the difference you are making to people’s lives.”

~ Anne de Rouffignac, Groups Business Support Officer



Some things you might need to know...

There are some basic things you may find useful to be aware of when applying to work with us.

Annual Leave and Bank Holidays

Full time employees are entitled to 23 days per year, or 161 hours. Part time employees have their leave allowance calculated pro rata based on this.

We do not work Bank Holidays, and Bank Holidays are not deducted from your Annual Leave Allowance. This means you get, on average, a further 8 days off.

If you are part time, the 8 days of Bank Holiday leave will be calculated pro rata for you so that you also benefit from the extra time off.

Hybrid Working

Where hybrid working is possible, we can offer this as a working arrangement. This is not possible for every role, but the job description will make this clear.

If you are hybrid working, we will provide you with the equipment you need to enable this.

Expenses

If you are required by your role to travel during the course of your duties, we will reimburse you for mileage in line with HMRC policies. Currently, this is 45p per mile. If you use a taxi, we will reimburse 45p per mile and you must cover the rest (as a driver must cover the rest of their petrol and maintenance costs). We will pay the full expense of a bus ticket.

Commuting is the responsibility and expense of each individual employee and we cannot pay expenses for commuting costs.

Equal Opportunities

We strive to ensure that our roles are accessible to everyone possible, and are happy to make reasonable accommodations for any disabilities, health conditions or neurodiversities.

We want everyone, no matter their background or abilities, to feel comfortable, happy and included in our services. Our current staff come from a range of backgrounds and experiences, and we work hard to ensure that our staff and volunteer cohorts reflect the rich, diverse and vibrant communities of Manchester and Trafford we work with.

DBS Checks

Most of our roles require a DBS check to be completed before you can begin working with our members and carers. If you are required to undergo a DBS check, we will pay for and facilitate this for you.

Job Description & Person Specification

Business Support Officer



Overview

We are looking for a new Business Support Officer to join our team of administration staff at our small Manchester-based charity. The ideal candidate will have a background of strong ICT skills, preferably with experience of office-based admin work. Personal organisation skills will be essential, with a friendly, approachable and professional attitude. The ability to use social media and the creativity and openness to learning about design principles will be a bonus.

Business Support Officers play a vital role in the day-to-day delivery of our services, ensuring that the organisation is able to run smoothly as all paperwork is filed, data input correctly, and queries dealt with efficiently. We can't function without our effective administrators, who are the backbone of our organisation.

The role of the Business Support Officer is a busy but rewarding one. You will be friendly, approachable and helpful by nature, reliable and with excellent time-keeping skills. You will confidently be able to navigate the Microsoft Office suite programmes, and be able to input data and complete paperwork with a high level of accuracy. A friendly face and voice for our service users, you will form relationships quickly and be able to deliver advice and guidance relevant to your role.

Trustworthy and dependable, you will be able to work in a busy office environment, providing administrative support to our Dementia Group Leaders, Service Delivery Manager, Business Support Manager and CEO.

A qualification in Business Administration is desirable, but not essential for this role. Experience using social media and a creative flair for creating flyers and posters would be very beneficial. If you are able to work diligently, learn new things, care about helping others and using your time to make a real difference to the lives of people living in Manchester, this is the role for you.

With an enthusiasm for helping people and an interest in learning, you will have the opportunity to attend training and development as part of your work for TDS.

Working Pattern

This is an office-based role and working from home can only be offered on an ad hoc, case by case basis. Our core hours are 9am – 5pm with an hour for lunch, or 9.30am – 5pm with half an hour for lunch.

The 28 hours offered for this role can be worked flexibly across the working week to a pre-agreed schedule. 28 hours translates to four FTE days, but could be worked across five shorter days to fit around school pickup, for example.

Weekend working is not available for this role and it must be carried out between Monday – Friday.

Compensation

This role has been graded at TDS Salary Scale Grade 2, which means for 28 hours per week your annual pay is **£17,530 - £18,720**.

For each year of service up to 3 years, your salary will increase by £500 (subject to conditions).

Recruitment

The closing date for applications for this role is **5pm, Wednesday 8 May 2023**.

To apply for this role, please complete the short application form below and return it to admin@togethersedentiasupport.org with a copy of your CV.

Job Description & Person Specification

Business Support Officer



Job Title:	Business Support Officer
Responsible to:	Business Support Manager
Responsible for:	Administration processes, data collection, office resources, internal and external communication
Contract:	12 month rolling fixed term
Probation Period:	6 months
Hours:	28 hours per week
Location:	The Kath Locke Centre, 123 Moss Lane East, Moss Side, M15 5DD
Salary:	£21,900 – £23,400 pro rata (Grade 2) £17,520 - £18,720 actual (0.8 FTE)

Job Summary

We need a Business Support Officer who is interested in people, happy to take telephone enquiries, phone members, family carers, volunteers etc to arrange transport or appointments, is proficient in the use of Microsoft Office programmes (particularly Excel and Word) and is reliable and trustworthy for dealing with petty cash and external communications.

Responsibilities and duties

The post holder will be expected to undertake a range of tasks to assist the CEO, Business Support Manager and the Senior Dementia Group Leader day-to-day. This may include any of the following:

- Support the CEO with inbox and diary management
- Promote our services using social media, maintaining our online presence and ensuring our information is up to date
- Liaise with the Business Support Manager and Service Delivery Manager about the transport provision for groups, contacting members to remind them, and contacting drivers
- Setting the driver rota each week
- Booking taxis via Uber, Bolt or local taxi services
- Order stationery and other equipment, researching products where appropriate
- Develop and maintain systems for data collection, in line with requirements from funders and commissioners
- Organise, agenda and minute team meetings, training days and other similar events
- Maintain records, resources and other information in an orderly fashion within the office and on the computer filing system
- Collate information from feedback surveys etc
- Use relevant software to produce quality flyers, posters, leaflets and newsletters

Wider Responsibilities

- Pay due care and attention with regards to health and safety at all times, in line with our policies and procedures
- Work in accordance with all TDS policies, including safeguarding, equality and diversity and confidentiality
- Undertake other tasks, duties or projects which may arise from time to time, which are commensurate with the general level of this post and as directed by your line manager.

Application Form

Business Support Officer



Together
Dementia
Support

Person specification

Criteria	Essential (E)/ Desirable (D)	How Assessed Application Form – AF Interview – I Task – T
Qualifications		
NVQ L3 Business Administration or equivalent experience	D	AF / I
Experience		
Experience of working within a busy office environment, preferably in an administration type role	E	AF / I / T
Experience of working within a voluntary sector organisation	D	AF
Experience of working in a customer-facing role	D	AF / I
Experience of working with / talking to older people and / or people with impairments	D	AF / I
Skills		
Proficient in using Microsoft Office programmes, particularly Word and Excel	E	AF / I / T
Excellent verbal communications skills, with a good telephone manner and active listening skills	E	AF / I / T
Excellent written communication, with accurate Word processing skills and a good command of English	E	AF / I / T
Good numeracy skills, able to reconcile petty cash ingoings and outgoing accurately	E	AF / I / T
A high standard of personal organisation skills	E	AF / I / T
Able to post to and maintain social media accounts	D	AF / I
Able to maintain and develop filing systems	D	I / T
Qualities		
Able to work independently on own initiative and as part of a team	E	AF / I
Able to work flexibly and respond to urgent needs for admin support if they arise	E	AF
Commitment to the aims of Together Dementia Support, wanting to provide a high-quality service, take care of our staff and volunteers, and helping our members as much as possible.	E	AF / I

If you have any questions or queries about this role, please contact Fiona on 07763565160 or fiona@togetherdementiasupport.org

Application Form

Business Support Officer



How to Apply

It is possible to apply for this role through the following channels:

Indeed: www.togetherdementiasupport.org/indeed

LinkedIn: www.togetherdementiasupport.org/linkedin

A Cover Letter that explains how you meet the criteria of the person spec is essential. It must be no more than two sides of A4. Applications without a Cover Letter or with a letter of unsuitable length will not be considered for interview.

You must provide a copy of your up-to-date CV, showing your work and volunteering history, qualifications, and skills and experience. If you do not have a CV, please provide us instead with a summary document that covers the requested information.

If you have any issues submitting your application through the above channels, you can instead email your CV and Cover Letter to admin@togetherdementiasupport.org once your online form has been submitted.

You must return your Cover Letter and CV or Summary Document no later than 5pm on Wednesday 8 May 2024.

Interviews

Interviews will take place on Friday 10 May 2024 at the below address:

Kath Locke Centre
123 Moss Lane East
Manchester
M15 5DD

Thank you

Thank you for your interest in joining our team here at Together Dementia Support. We hope to hear from you soon!