



TransActual Programmes Officer – Job Pack

Key information

Key dates

Application deadline: Friday 31st May 2024, 5pm

Interviews: week beginning 17th June 2024, via Zoom

Start date: July 2024

Hours and salary

15 hours a week, a total salary of £10,920 a year (£27,300 pro rata).

Your working pattern can be flexible around other commitments and your accessibility needs upon agreement with your line manager.

Due to the regulations we have to follow, you must be UK based and eligible to work in the UK. However, because this is a role where you will be working remotely, you can work from anywhere in the UK.

We particularly welcome and encourage applications from trans people, Black People and People of Colour, neurodivergent people and disabled people.



The Role

The Programmes Officer Role is an exciting opportunity for someone who is looking for a part-time role that will allow them to make a positive impact on the UK's trans communities. You will work on a variety of programmes of work around healthcare, rights and protections, and around talking to elected representatives.

We're looking for someone who is able to create written resources for a wide range of audiences, including for people who might find communication difficult. The resources will primarily be for healthcare professionals and for trans people. As part of this resource development work, you'll be conducting [desk research](#) to find out what resources are already available, what they say, and what the research tells us about good practice.

You'll need pre-existing knowledge of trans people's healthcare experiences and needs, as you'll be developing and delivering training for healthcare professionals on good practice in trans inclusive healthcare. You'll also be developing and delivering workshops for trans people in relation to accessing healthcare and on their rights and protections. The successful candidate will be confident to deliver training to a wide range of people – if you've not delivered training before, we will support you to develop in this area.

This varied role will also involve you evaluating the impact of our work, using online survey tools such as Typeform.

An in depth understanding of trans people's lived experiences is absolutely essential. This understanding can come from your own lived experience. You will demonstrate a strong understanding of and commitment to equity, particularly in relation to race equity and disability equity.

You'll find more information about the role and our expectations of the successful applicant in the [Job Description](#) and [Person Specification](#).

About TransActual

TransActual is a trans run Community Interest Company that works with and for the UK's trans communities.

We are working to improve:

1. Trans people's experiences of healthcare.
2. Legal recognition & protections for trans people.
3. The media's representation of trans people.



TransActual currently has a board of 5 directors, all of whom are trans (including non-binary). A range of genders, ages, (dis)abilities, ethnic heritages, sexual and romantic orientations and faiths are represented on our board.

In addition to our board of directors, TransActual is fortunate enough to have a team of volunteers who commit their free time to creating change for the trans community.

Our Director of Operations + Director for Healthcare is currently our only member of staff. We are recruiting to two posts, so the successful applicant will be one of three paid members of the team.

At TransActual, we are committed to ensuring our work is anti-racist and that an intersectional approach is embedded in all that we do. We make sure that People of Colour, people of all genders (and non), and disabled people are actively involved in planning our work and making decisions. As an organisation, we commit to ongoing community engagement work to ensure that we hear as many trans people's voices as possible. Read our equality and diversity policy at <https://www.transactual.org.uk/policies/equality-diversity>

Application Process

Complete the application form, save it with your initials in the title, and submit it via e-mail to info@transactual.org.uk by 5pm on Friday 31st May 2024. Please do not send a covering letter or CV, the information we ask for on the application form will be enough.

If you require the application form in another format, or would prefer to send your application by post, please e-mail info@transactual.org.uk.

The application form

When we shortlist applications for this role, we will award points for each part of the person specification that you've demonstrated that you can meet. We are very unlikely to shortlist someone that hasn't met all of the requirements marked as 'essential' on the [Person Specification](#). Because this role will involve a lot of written work, we'll also be looking at the quality of your written answer to our questions. When filling out forms of this type, it's important that you don't make assumptions about what the person reading it does or doesn't know about you. For example, if you've been involved in TransActual's work before – tell us about it!

On the application form we ask you for two references. Any job offer will be conditional on satisfactory references from both named individuals/organisations on your application. We won't contact your named reference providers before interview. Ideally we'd like references from previous employers, but we are aware that is not always possible. They should, however, be able to comment on your suitability for this role and should not be a member of your family. If you're not sure whether the person you plan to name as a reference provider is suitable, ask us by emailing info@transactual.org.uk.



We'll also ask you to fill in an equalities monitoring form. Your answers are kept strictly confidential at all times and we will not identify individuals. The equalities data we collect helps us to identify any disproportionate outcomes for applicants and to target our positive actions that will address them.

Interviews

Interviews will be one hour long and will take place via Zoom during the week beginning 17th June 2024. We will e-mail you approximately a week before that with a choice of interview times and to ask if there's anything we can do to make sure the interview is accessible to you (for example, providing closed captions). If your application hasn't been successful, we will e-mail you to let you know.

There will be a pre-interview task for you to complete, this is unlikely to take more than 30 minutes of your time and we will send it to you at least 3 days in advance of your interview.

For further information about the role or the application process, e-mail info@transactual.org.uk.



Job description

Job title:

Healthcare resource officer

Reporting to:

Director of Operations

Salary:

15 hours a week, a total salary of £10,920 a year (£27,300 pro rata).

8 days annual leave per year.

Working hours and location:

15 hours per week – working pattern can be flexible around other commitments and your accessibility needs upon agreement with your line manager.

This role will require you to support the delivery of some online workshops – it may involve occasional instances of evening or weekend working, to be agreed in advance with your line manager. There may be an occasional need to deliver in-person training or attend in-person events – your travel expenses will be paid for this and such occasions will be rare.

Working from home, anywhere in the UK – any necessary equipment (for example, laptop) will be provided.

Three year work plan:

- Create a self-evaluation framework for healthcare providers, evaluate and refine it in response to user feedback.
- Deliver training to healthcare providers and professionals.
- Update and maintain TransActual's [healthcare information repository](#) for healthcare professionals.
- Develop resources for trans people around their rights and protections, and on what to do if things go wrong.
- Refresh the content for and deliver online workshops for trans people on their rights and on healthcare.
- Create and deliver workshops and training to empower trans people to talk to their elected representatives and other policy makers, and encourage people to meet with the people representing them on a local or national level.



- Support the work of the organization more broadly with ongoing 'business as usual' tasks.

Key responsibilities:

1. Complete desk research to support the development of written resources.
2. Create written resources for trans people and for healthcare professionals.
3. Facilitate and co-facilitate training for healthcare professionals.
4. Plan, publicise, deliver and evaluate a range of workshops for trans people.
5. Publishing project outputs (such as written resources, PDFs and videos) online.
6. Conduct evaluation activities and produce evaluation reports for training sessions, workshops and resources.
7. Complete admin tasks relating to your work, for example setting up online forms and sharing joining instructions for workshops.
8. Support TransActual's social media team to publicise any resources or events related to the programmes you work on.
9. Attend and complete training required for your role, including race equity training, accessibility training, safeguarding adults training, and GDPR training.
10. Follow TransActual's code of conduct and organizational policies. Uphold the organizational ethos, particularly with regard to:
 - a. Our responsibilities relating to safeguarding and data protection;
 - b. Our commitment to an authentic intersectional approach, which emphasizes race, gender and disability equity;
 - c. Our commitment to working with and for the UK's trans communities.
11. Complete any other activities, as reasonably requested, to ensure that TransActual achieve the objectives of the organization.



Person specification

Essential

Understanding and valuing people:

- A secure understanding of the lived experiences of UK based trans and/or non-binary people.
- Some understanding of trans people's rights and protections under UK law.
- An understanding of and commitment to an authentic [intersectional](#) approach.
- An understanding of [neurodivergence](#) and how people's communication styles and needs may vary.
- A commitment to ensuring that TransActual's training and resources are [accessible](#).
- A commitment to keeping [equity](#) at the heart of your work
- A commitment to following good practice in relation to [safeguarding](#) children and vulnerable adults.

Communication and skills:

- Able to communicate confidently and effectively by e-mail.
- Confident using MS Office or equivalent applications, in particular MS Word, MS Excel and MS PowerPoint.
- Confident using digital technology and able to learn to use new apps and programs.
- Able to adapt your communication style and method depending on the audience.
- Excellent standard of written work with an ability to write for a range of audiences.
- Comfortable communicating using videoconferencing software (such as Zoom).
- Confident at using the internet for [desk research](#) and able to analyse the relevance, reliability and accuracy of the information gathered.
- Comfortable speaking to large groups of people.

Personal attributes:

- Organised and able to follow several project plans, meeting relevant deadlines.
- Good attention to detail and commitment to producing work of a high quality.
- Able to work independently and use your initiative.
- Able to work as part of as a small team.
- Confident to reach out to and liaise with a wide range of [stakeholders](#) – including community members, staff at other non-profit organisations, and healthcare professionals.
- Comfortable working from home (any necessary equipment, including a laptop, will be provided).



For regulatory reasons, you must be UK based and eligible to work in the UK.

Desirable but essential that you're willing to learn

- A sound working knowledge of [GDPR](#).
- Experience organising and/or delivering workshops and training.
- Experience conducting research using digital survey tools (such as Typeform or SurveyMonkey).
- Experience of analysing evaluation data and writing evaluation reports.
- Experience of writing resources for a range of audience.
- An understanding of accessibility in relation to digital resources (PDFs, videos, webpages) and digital events.
- High level of knowledge about trans people's rights and protections under UK law.
- Understanding of the different parts of the NHS that trans people come into contact with, and how they relate to each other.

Note: training will be provided, where needed.

Desirable

- Previous experience of work focussed on trans inclusion and/or trans people's rights and protections.
- Previous experience of using Wordpress to make website updates.
- Confident using graphic design packages.