

Job description

Title: Bliss Scotland Baby Charter Programme Officer
Organisation: Bliss, the premature and sick baby charity
Location: Home-based; involves some travel around Scotland (see below for details)
Salary: £29,041 (FTE, £17,425 pro-rata for 21 hours)
Terms: 21 hours per week, fixed term for 12 months

Role description

Main purpose of the role

The Bliss Baby Charter Programme Officer supports the 14 neonatal units across Scotland to deliver our Bliss Baby Charter programme. The Baby Charter is a national accreditation programme being undertaken by many neonatal units in the UK. It aims to improve outcomes for babies born premature or sick by encouraging neonatal healthcare professionals to involve parents in the care of their baby.

Bliss Scotland was established in 2009 to provide support to the 6,000+ babies born premature or sick in Scotland every year, and their families. Bliss Scotland is part of Bliss, the UK's leading charity for babies born premature or sick and is registered with the Scottish Charity Regulator (OSCR).

The Bliss Scotland Baby Charter Programme Officer plays a key role in encouraging neonatal healthcare professionals to improve their practice to ensure parents/families are as involved as possible in the care of their baby. The role supports neonatal units to bring about change and work towards Baby Charter accreditation. This involves assessing neonatal units against national standards using the digital Baby Charter audit tool, delivering assessments and working as part of the Baby Charter team to continually develop and improve processes.

About the team and department

All our programmes of work for healthcare professionals are focused on improving outcomes for babies, however long they live and however long their stay in neonatal care. The role of Bliss Scotland Baby Charter Programme Officer sits within the Bliss Baby Charter team whose core aims are:

- To support neonatal units to identify actions and goals to develop a culture of partnership with parents, thus facilitating a solid foundation for Family Integrated Care.
- To share knowledge and understanding of Family Integrated Care with neonatal healthcare professionals
- To be present and active in the neonatal community, raising awareness of what Bliss do to promote support for premature or sick babies
- To continuously review and improve the Baby Charter and our work supporting neonatal healthcare professionals
- To work actively and intentionally to promote equality, diversity and inclusion, aiming to improve equity in neonatal care.

The Bliss Baby Charter Team sits in the Services Department alongside the Information and Support Team, Bliss Healthcare Engagement Programme Lead and Service User Involvement Programme Lead, and Bliss Wales Programme Lead.

This role is home based, in Scotland, and will require some travel to units across Scotland. We anticipate that the postholder will travel to units roughly once per every 1-2 months. Bliss operates a flexible approach to travel for work and we are open to discussions about frequency and timings of travel.

Reporting structure

This role reports to the Bliss Baby Charter Programme Lead

Key responsibilities

- To work effectively and efficiently with the Programme Lead and other Baby Charter Programme Officers to support units across Scotland to work through the Baby Charter digital audit tool, by providing feedback on units' audits and supporting the development of action plans to address identified areas for improvement.
- To lead on the delivery of assessment visits with units.
- To be an active and involved member of the Bliss Baby Charter team, supporting team members to embed plans in line with Bliss' strategic aims, and continuously improving what we do.
- To lead on specific areas of improvement of the Charter.
- To engage effectively with neonatal healthcare professionals across Scotland, including responding to relevant enquiries and requests, and representing Bliss Scotland at events and conferences to raise the profile of the organisation and the Bliss Baby Charter.
- To promote the Baby Charter, both internally and externally, through our digital channels and at external meetings and conferences. This involves promoting best practice through the Scottish Steering Group and being responsible for the management of the Baby Charter Newsletter.
- To work intentionally to tackle health inequalities: supporting the Bliss Baby Charter and other Bliss programmes to work towards more equitable outcomes in neonatal care for all babies and families.
- To actively use and keep up to date our database of neonatal units and networks.
- To actively promote equality, diversity and inclusion internally: to help create and sustain a positive working environment for all.
- To work across Bliss as part of working groups (e.g. to improve service-user involvement or measurement of impact).
- To undertake any reasonable duties that may be required.

Person Specification

Skills and Experience:

- Excellent interpersonal skills, with experience of communicating and building relationships with a range of stakeholders, using a high level of professionalism
- Excellent written and verbal communication skills
- Demonstrable time management and organisational skills, and ability to coordinate several tasks at the same time and prioritise effectively across a busy workload
- Understanding of how to use service-user feedback to continuously improve services and innovate
- Desirable experience of working with healthcare professionals.

Qualities

- A flexible, positive and solution-oriented approach to work
- Ability to work independently but also to work cooperatively and collaboratively as part of a team, including with colleagues working remotely
- Attention to detail, and experience of capturing and reporting on progress

Knowledge

- A strong understanding of equity, diversity and inclusion, and the ability to work with and support people from diverse backgrounds
- Desirable - Knowledge of Neonatal services in Scotland

Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to work outside office hours and weekends on occasion
- Willingness to undertake further training as and when required

Health and Safety and codes of conduct

- To carry out all work in accordance with Bliss' site health and safety policy
- To adhere to Bliss' Equal Opportunities and Diversity Policies at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with the GDPR and Bliss' Data Protection Policy
- To adhere to Bliss' User Involvement policy and practice and to work closely with a range of stakeholders and users of services to best design, support and evaluate our activities.
- All employees must have a right to work in the UK.

Don't meet all the criteria?

Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Bliss we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role, but your past experience doesn't align perfectly with every aspect of the job description, we encourage you to apply to tell us what you can offer our organisation. You could be just the right candidate for this or other roles

About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life. We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research. For more information about Bliss, visit bliss.org.uk

Why Work for Bliss

If you work for Bliss, you'll be part of a passionate, hardworking team who are making a real difference to the lives of babies born premature or sick.

Bliss has around 40 staff, most of whom are based in our lovely London Bridge office, with a small number of remote staff based in Scotland and the Midlands. All of our staff work **flexibly**, with everyone able to choose when to work their hours between 7am – 7pm Monday to Friday (working days are up to 8hrs long). This means we can provide lots of options for flexible working, such as annualised or compressed hours, as well as offering roles on a job-share basis.

We really value in-person interactions, so **hybrid working** means staff work in the office for three days over a fortnight but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly and can choose four weeks per year when they work fully remotely.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2024 we asked staff about working for Bliss. **97% of staff said they are treated with fairness and respect at Bliss. 94% said they enjoyed their work at Bliss and their managers are supportive.**

Working at Bliss also means you'll leave work every day knowing that you **make a difference**. We take opportunities to share each other's successes, and we are totally focussed on understanding the needs of our beneficiaries and seeking to address them. We share our findings regularly with each other, so that we all feel **connected to the cause** and see the **direct impact** we are having.

Working for a relatively small charity, you will get a real chance to shape the agenda and be able to **take ownership of a project or task**. We can also provide lots of opportunity to work with different teams and on project and working groups, so you'll never be bored!

We are an equal opportunities employer and take pride in our collaborative and inclusive work culture. We understand that we all have different priorities at home and we therefore aim to offer a mix of financial and non-financial benefits.

Our **benefits** include financial, health & wellbeing, lifestyle and career development options:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free season ticket loans and tax-efficient cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave
- Paid study days.

We have a relaxed work-life and dress code, offer free access to an **employee assistance programme** and ensure a genuine focus on ongoing **learning and development** for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind and enjoy **social activities** together in and outside of working hours.

Bliss is a London [Living Wage employer](#) and is signed up to the [Show the Salary pledge](#).

Accessibility Statement

Bliss is committed to recruiting employees who reflect the diverse community we serve. We know that in order to recruit the most talented people, we need to access a wide pool of talent, and this means being as inclusive as possible in how we recruit, support and retain our staff.

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

Some examples of our accessibility provisions for the recruitment process include:

- Step free access to the building, key meeting rooms and bathrooms, and an accessible workstation
- Application pack in large / easy read format
- Additional time for interview tasks
- Private space for additional needs (e.g. prayer / breastmilk expression)
- Pre-interview meeting to talk through the role and person specification.

If you need any adjustments to enable you to access this job information, or the application process, please let us know.