

Job description

Title:	Information and Content Officer
Organisation:	Bliss, the premature or sick baby charity
Location:	Hybrid (a minimum requirement of one day per week (ideally a Tuesday) to be worked from Bliss' Head Office, located in London SE1)
Salary:	£32,332 FTE
Terms:	21 hours a week

Role description

Main purpose of the role

As an Information and Support Officer you will play a vital role in ensuring that every family of a baby born sick or premature can access impactful and personalised support and information about neonatal care, at their time of need.

You will:

- Be a core member of the team that manages the development, continuous improvement and diversification of our information and content service.
- Support families with babies born premature or sick through emotional support, practical information and signposting.

About the team and department

This post sits in the Information and Support Team, within the Services department. The purpose of the Information & Support team is help ensure babies born premature or sick have well-supported families playing an active role in their decision-making and care. We do this by helping make sure parents are more confident in their roles, better informed about neonatal care, better connected to the support they need, more involved in the care their baby receives and more prepared for the journey ahead.

We currently provide support face to face via volunteer Bliss Champions on neonatal units, remote support via email, video-call and social media, and information on our website, in print, video, animations and podcasts. Our ambition is to expand and diversify our services, so that we reach and engage with diverse families, especially those affected by inequality. We want to develop new forms of accessible information content, and to develop our digital support services significantly.

Reporting structure

This post reports to the Senior Information and Content Officer and works alongside Support Officers and Bliss Scotland Support Officer as part of the Information and Support team.

Key responsibilities

- Managing the process of creating new and reviewing existing information for neonatal families whilst adhering to Bliss' PIF accreditation.
- Support the creation of new, and updating of existing, information and content for families that is user-led, accessible, evidence-based and accurate, including writing and editing as necessary.
- Support in the management of a panel of reviewers, usually healthcare professionals and neonatal parents, to ensure the accuracy of Bliss' information for families.
- Develop other content and information copy content to support families.

- Working alongside the team of support officers to provide families with emotional and practical support across multiple platforms.
- Contribute digital and information expertise to help continuously improve information and support.
- To be intentional about offering equitable care to all our service users especially to those affected by health inequalities.
- To work within project groups across Bliss to improve, develop and diversify services.
- To perform any other duties as may be reasonably requested.

Person Specification

Qualities:

- Organised, with the ability to prioritise and meet deadlines.
- Being able to work independently to drive work forward.

Knowledge:

- Understanding of service-user involvement and co-production.
- Understanding of equity, diversity and inclusion and health inequality.
- Knowledge of producing print and online information and content.
- Skills for supporting people with emotional and/or practical support needs.

Skills and Experience

- Demonstrable collaborative and cross-team working skills.
- Writing and editing skills, with the ability to make complex information accessible.
- Skills for managing projects, ideally in information or content development.

Special conditions

- This role will require an enhanced DBS clearance.
- Able to demonstrate commitment to the aims and objectives of Bliss.
- 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' Equity, Diversity & Inclusion Policy 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.
- To undertake duties in line with the Institute of Fundraising, the Fundraising Regulator and other relevant codes of conduct.
- All employees must have a right to work in the UK.

Don't meet every single requirement?

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, all 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.