



Aniridia Network UK

Enquiries Officer role

In addition to the general responsibilities of officials the holder of this role is expected to:

- be the point of contact for charity officials and members seeking advice/support in relation to aniridia and associated conditions
- monitor internet sites, especially social media to respond proactively to relevant posts. Maintain a regular presence with a helpful persona to encourage asking of questions
- respond quickly and helpfully, providing advice or information, including signposts to other services and organisations
- seek out answers to enquiries to which answers are not known, by:
 - liaising with the advisers or other experts
 - getting input from people affected.
 - researching
- write up detailed answers to common enquiries for use on the website
- promote and refer to the Befriending Scheme when appropriate
- prioritise responding to UK members, referring others to more suitable sources of help or to sign up for membership as appropriate.