



INVESTORS
IN PEOPLE

Accredited
Until 2025



Registered with
FUNDRAISING
REGULATOR



3 March 2025

Dear Applicant,

Thank you for your interest in the post of **Online Sexual Health Lead**.

In this pack you will find:

- Job Description
- Person Specification

On our website at metrocharity.org.uk/jobs you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than **9:00am on 24 March 2025** by email to recruitment@metrocharity.org.uk Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews will take place in the **week beginning 31 March 2025**.

For further information regarding this post please contact **Dr Alessandro Ceccarelli**, on **020 8305 5000** or by email Alessandro.Ceccarelli@metrocharity.org.uk

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	Online Sexual Health Lead
Employment status	Full-time
Duration	Permanent/Contract until 30 th September 2025, [with possibility of extension]
Salary/Wage	£30,663 pa
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working
Line manager	GMI Partnership and HIV Prevention Services Manager
Coordinated by	Anders Neilson
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO Woolwich/METRO New Cross, plus occasional outreach in London.

Job outline

This is a varied role combining IT, marketing and administrative tasks with face-to-face HIV prevention and sexual health outreach. The role will focus predominantly on working with men who have sex with men (MSM) and includes HIV prevention work with other vulnerable communities. The successful candidate will manage METRO's www.pitstopplus.org website, and marketing/promotion of our online HIV prevention services. You will also provide support on METRO's work carried out in conjunction with HIV Prevention England.

Programme

The role is part of METRO's HIV Domain and will work closely with our Sexual Health Domain & outreach teams to deliver a mix of both online and face-to-face HIV and sexual health services across several contracts.

Role

Working to achieve target registrations and ongoing usage of the PitstopPLUS website, you will manage the social media & conduct virtual outreach services to promote online sexual health testing. You will be skilled in IT & required to manage the website and associated databases and produce detailed quarterly activity reports using Access and Excel.

You will be responsible for coordinating the condoms through the post service for GBMSM. Additionally, you will work within our Pitstop walk-in clinic and provide basic HIV/STI testing, ensuring the delivery of results, onward referral, telephone follow-up, and aftercare for both online and face-to-face clients you see. HIV/STI tester training will be provided to the successful candidate.

This is an exciting role with a diverse range of responsibilities. It requires a highly organised and reliable candidate with strong IT, social media & interpersonal skills. You will be adept and producing reports regularly and possess a basic knowledge of the sexual health services and needs particularly relevant for gay and bisexual men, trans and non-binary people.

Main tasks

1. Manage the PitstopPLUS website and encourage its growth and expansion.
2. Maintain accurate data and produce quarterly reports for commissioners and funding bodies against the identified targets.
3. Manage the back end of the website and work with both Access and Excel.
4. Work with web development companies to ensure the smooth running of the PitstopPLUS website.
5. Register MSM to the PitstopPLUS website and continually promote it through community engagement, including social media, outreach, netreach, social events, and other promotional activities.
6. Ensure condom orders are processed weekly and mailed out to clients.
7. Liaise with the pathology labs which provide clinical results from our Pitstop services.

8. Ensure website content is kept up to date.
9. Regularly engage with our PitstopPLUS and clinic service users through various means such as email, telephone, face to face, online and through social media. Provide client support, website troubleshooting, onward referrals, and phone follow up.
10. Provide weekly clinic coordination within Pitstop Clinic and our book-a-test service conducting client registration, testing, delivering results, support/advice and telephone health interventions.
11. Provide Point of Care Testing (PoCT) HIV testing in community settings, as required.
12. Support our Sexual Health Office team in results management and results delivery including arranging onward care for clients.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Educated to degree level or equivalent experience in Information Technology, Marketing, Social Sciences or Health		Desirable	Application
Experience with IT, working with databases and websites		Essential	Application /Interview
Experience of working within sexual health, including with MSM		Desirable	Application /Interview
Knowledge of the issues that affect gay and bisexual men and people from minority groups		Essential	Interview
Experience with social media, marketing and harnessing new and innovative digital ways of contacting clients		Essential	Application /Interview
Experience in coordinating sexual health clinics		Desirable	Interview
Experience with record keeping, databases		Essential	Interview
	Ability to produce reports and working with data within Access and Excel	Essential	Application /Interview
An understanding of boundaries & confidentiality		Essential	Interview
	Ability to offer advice, information and support both face to face and by telephone in a sensitive, non-judgmental manner, respecting a diversity of lifestyles and experience	Essential	Application /Interview
	Ability and willingness to work as part of a team	Essential	Interview

	Ability to record statistical information reliably and communicate that information effectively	Essential	Application /Interview
	Ability to provide/learn how to conduct asymptomatic sexual health screening and PoCT HIV testing with clients	Essential	Application /Interview
	Ability to communicate clinical information about HIV transmission and sexual health both in person and over the phone	Essential	Application /Interview
	Ability to work flexibly involving some evening and weekend work	Essential	Application /Interview
Experience in developing and delivering engaging campaigns across multiple digital channels		Desirable	Application /Interview