

Team Leader, Audio Transcription Service

Job Description and Person Specification

Introduction

Pain Concern is a charity providing information and support to people with pain and those who care for them, whether family, friends or healthcare professionals. Visit our [website](#) to find out more about what we do, including our [Airing Pain](#) radio programme, [Pain Matters](#) magazine, information helpline and online community.

All pain is unpleasant, but for the one in five people in the UK living with long-term pain it is a part of everyday life. It diminishes quality of life more than any other condition, leading often to loss of work, depression and disability. Anyone at any age can develop persistent pain and you will very probably know somebody affected. Although there is usually no cure, people who receive the appropriate treatment, information and support can manage their condition effectively with life-changing results.

Job purpose

Pain Concern is looking for a team leader to run a small team of volunteer audio transcribers. Our audio transcription service helps people with chronic pain who also have a hearing impairment benefit, ensuring that they too benefit from our Airing Pain audio podcasts. Transcriptions also help people with not access to the internet. As transcription team leader you will be a member of our production team, working under our managing editor who coordinates our projects. By joining us you will join a fast-growing and respected service. The location is Pain Concern's office in Edinburgh but the transcription team can work from home, communicating by email or via Microsoft Teams.

This is a part-time volunteer position involving 4 to 6 hours a week.

Tasks include:

- Working with HR to recruit transcription volunteers
- Allocating podcasts to transcribers
- Agreeing timescales for completion
- Working with the editorial team to upload transcriptions to the website
- Administrative tasks associated with transcription

To apply or for more information contact hr@painconcern.org.uk.