## Logo  Description automatically generated with medium confidence

## Job Description

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| **Job Title:****Contract Type:** | Ageing Well Bath & North East Somerset Project Support Officer2-year fixed term contract  |
| **Salary:****Hours:** | £15,000 (£25,000 FTE)21 hours per week |
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| **Days & Times:** | Monday to Friday (hybrid/flexible working permitted) |
| **Responsible to:****Responsible for:** | Ageing Well Programme LeadN/A |
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| **Main Location:** | The Studio, Alexander House, James Street West, Bath, BA1 2BT  |

**Main Purpose of the Job:**

Our vision is to make Bath and North East Somerset an excellent place to grow older, promoting belonging, support, and appreciation for all residents. Through our Ageing Well Programme, we are collaborating with stakeholders to empower older individuals to lead fulfilling lives in a connected and engaged community.

As our Ageing Well Bath and North East Somerset Project Officer you will assist the Ageing Well BaNES Programme Lead with the on-going delivery of the Programme as it develops. The work will be based on the WHO’s Age-Friendly 8 Domains Framework, and draw support from the Centre for Ageing Better’s UK Age Friendly Network.

Your commitment to delivering quality services will reflect our three organisational goals, including:

1. **We Enable**: Our goal is to enable older people to live their lives on their own terms, with dignity, respect, and independence. Creating an age-friendly community that is supportive of older people
2. **We Influence**: Our goal is to create an age-friendly community that is supportive of older people.
3. **We Provide**: Our goal is to provide high-quality services that older people have identified as being required.

**Key Responsibilities:**

**Project Support**

* Provide project and operational support, including event management/support, monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans.
* Update and collate documentation and records regarding relevant issues, policies and practices to ensure the delivery of projects complies with agreed project management methodology.
* Undertake research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning.
* Assist the project team to complete tasks and implement project plans to ensure agreed outcomes are achieved.
* Communicate with relevant stakeholders to provide updates regarding project status and implementation issues.
* Provide a range of secretariat and administrative services, including around committee meetings and preparing papers, to support project management delivery.
* Ad hoc administration, support, and project oversight as required.
* Problem-solve in a pragmatic way for all the duties, showing direction and high level of attention to detail and care, whilst working in an agile style.

**Team Working**

* Assist with the recruitment, training, and development of volunteers to fulfil their role requirements.
* Work closely with service leads within Age UK Bath & North East Somerset to provide skill development and ensure cross departmental referrals.

**Finance and Administration**

* Ensure all personal data is recorded accurately on our database, Salesforce.
* Ensure appropriate records are maintained, any reports to funders are submitted in accordance with requirements. Responding to other reasonable requests for information, as and when required.
* Produce information and reports on performance as required by the Ageing Well Programme Lead.

**Quality and Service Development**

* Ensure that effective and regular feedback and engagement are in place and suggestions, comments and complaints are recorded, communicated and acted upon.
* Identify and record outcomes to measure the impact of the service.
* Ensure compliance with Age UK National standards and guidelines and any other quality marks in operation.
* Develop a detailed project plan to monitor and track progress.
* Capture learning and produce an end of project evaluation report.

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**General:**

* To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
* To attend staff meetings, away days and other similar staff events.
* To ensure all activities are carried out in line with Age UK Bath & North East Somerset’s vision, mission and policies.
* It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
* Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
* The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
* Become familiar with the content of our policies and procedures and ensure that you always work to the requirements.

**Person Specification**

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| **Education and Training** |
| **Essential** | **Desirable** |
| Literate, numerate and a good standard of written and spoken English | Qualification in teaching / training adults |
| Full UK Driving licence and access to a vehicle  |  |
| **Experience** |
| **Essential** | **Desirable** |
| Proven working experience of project support | Experience of working in a charity environment  |
| Experience of supporting event delivery  | Use of Sharepoint, Salesforce  |
| Experience of working with volunteers  |  |
| IT literate with experience of using databases and spreadsheets, MS Office, Social Media and excellent knowledge of internet use |  |
| Experience of monitoring, reporting and evaluating outputs and outcomes |  |
| **Knowledge and Skills** |
| **Essential** | **Desirable** |
| Strong communication and interpersonal skills  |  |
| Good organisation skills including attention to detail and the ability to multi-task in addition to ability to prioritise and meet deadlines. |  |
| Have a good understanding of the needs and issues affecting older people |  |
| Awareness and understanding of Safeguarding |  |
| **Personal Attributes** |
| **Essential** | **Desirable** |
| Commitment to, and understanding of equal opportunities  |  |
| Empathy |  |
| Non-judgemental communication |  |
| Be innovative, self-motivated and able to work without direct supervision |  |

**Standard Clauses*:***

**Equal Opportunities**: The postholder will be expected to adhere to the organisation’s Equal Opportunities Policy in all aspects of their work.

**Confidentiality**: The postholder will be expected to adhere to the organisation’s Confidentiality Policy at all times.

**DBS Check:** Confirmation of appointment to this post will be subject to a satisfactory DBS check