

JOB DESCRIPTION

Job Title: Project Support Officer
Department: Business Development
Responsible to: Building Up Stronger Project Manager

1. JOB SUMMARY

Imagine Independence have secured funding from the National Lottery Community Fund and Department of Culture, Media and Sport to deliver a pilot project called **Building Up Stronger (BUS)** for 6 months. The project will work with adults experiencing mental health issues exacerbated by/as a result of Covid-19; working together with service users to produce assessment of needs for social, educational, training support, and to co-create personalised BUS plans to support service users in feeling safer and more confident post-Covid-19, whilst building resilience for any future lockdown.

The Project Support Officer will assist with the smooth-running of the project by providing high quality administrative and data compilation support - working closely with the Project Management Team, Project Facilitators and Project Steering Group.

2. LOCATION

Office based in Liverpool.

3. SUPERVISORY RESPONSIBILITY

This post has no direct supervisory responsibilities but there is of course a duty upon all employees to be aware of appropriate service standards and to report any breach of standards to someone in authority.

4. MAIN DUTIES

Under the guidance of the Project Manager

- Engaging in strong lines of communication with the Project Management Team, Project Facilitators and Steering Group members
- Maintaining database of contacts for digital service promotion
- Maintaining up-to-date referral agent/services details within data collection system
- Retrieving data from data collection system and producing reports on a monthly basis including actuals v targets
- Liaising with referrers (in and out)
- Facilitating Project Steering Group - arranging and minuting meetings, distribution of meeting documents to members etc.
- Diary management
- Sourcing/booking room hire
- Support with digital promotion of the project

- Support with production of final project evaluation
- Taking initial enquiry contacts from interested parties
- Support the Project to keep on track via its Implementation Plan
- Support with the production of evaluation of the project e.g. liaising with a range of personnel/stakeholders, compiling a range of information/data types and working to strict deadlines.

5. GENERAL DUTIES

- To treat all people with dignity and respect
- To promote an environment free from bullying, harassment and intimidation
- To take responsibility for own health and safety and that of colleagues and service users and to report areas of risk to the Project Manager

6. REQUIREMENTS

All employees are expected to:

- Act with integrity at all times and with a proactive professional manner.
- Ensure that principles of quality are included in all aspects of work
- Always be responsive to client and partner priorities
- Adhere to all Imagine policies and procedures and work within ISO standards at all times.
- Demonstrate working within the organisations objectives
- Comply with safeguarding, health and safety and any other statutory regulatory requirements
- Undertake any other tasks which may be requested from time to time by the organisation
- Safeguard all organisation property or privileged knowledge.
- Meet targets and objectives as set by the line manager
- Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.

7. TRAINING and DEVELOPMENT

- Participate fully in relevant training and learning
- Attend and participate in staff meetings
- Attend and participate in regular supervision

8. EQUAL OPPORTUNITIES

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

9. CONFIDENTIALITY

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager.

Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the team leader. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.

Signed _____ Date _____

When completing your application form please bear in mind that short listing will be undertaken against the evidence presented by you of how you meet the essential criteria detailed in the person specification on the following page.

PERSON SPECIFICATION Project Support Officer	Essential/ Desirable	Method of Assessment
Qualifications 1. Good standard of education including grade Level C or above in Maths & English (GCSE/O Levels) 2. NVQ. Level 3 Business Administration or equivalent 3. ECDL	E D D	Application/Interview Application/Interview Application/Interview
Experience 4. Minimum 2 years experience of working with office systems and procedures 5. Experience of maintaining accurate records using IT e.g. spreadsheets, databases, online platforms 6. Experience of working in third sector 7. Experience of dealing with the public 8. Experience of minute taking 9. Experience of diary-management 10. Experience of digital promotion	E E D E E E D	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
Skills & Abilities 11. Good standard of numeracy 12. Excellent communication skills – written and verbal 13. Highly IT-literate with strong data-input accuracy 14. Ability to work on own initiative 15. High standard of organisational and time-management skills 16. Ability to work to and meet strict deadlines 17. Ability to work as part of a team 18. Ability to work in a flexible manner 19. Strong attention to detail	E E E E E E E E E	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
Knowledge 20. Some knowledge of mental health and social inclusion 21. Some knowledge of the Equality Act 2010	E E	Application/Interview Application/Interview
Personal Attributes 22. A positive attitude towards mental health 23. Have awareness of personal values and prejudice 24. Commitment to maintaining confidentiality 25. Understanding and adherence to the Equality Act 2010 26. Compliance with all organisation-wide policies/procedure of Imagine 27. Willingness to work outside normal office hours on rare occasions 28. Willingness to undertake a planned programme of training including on-site learning	E E E E E E E	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview