**Job Description and Person Specification: Programme Support Officer**

**Salary** £27,100 (FTE)

**Hours** 15 hours per week, preferably over 3 days

**Contract** 12 months fixed term

**Location** Flexible, must work from our London workspace at least once a month, usually on a Tuesday for our ‘together’ day and you will be required to attend in person meetings and awareness raising events.

**Person Specification**

We are looking for an energetic, talented and reliable candidate to coordinate the pilot of our funded Inspire pilot, and support with the administration of our Quality Mark change management programme. The Programmes Support Officer will report to our Programmes Manager and support them in the delivery of Inspire, which aims to deliver early awareness on the pathways to further and higher education to children in care, their careers and community champions who they may consider to be trusted adults. The post holder will take the lead on specific tasks, coordinate work across our pilot areas and monitor the success of the programme as well as draw out learning points and challenges.

This is primarily a project management role, enabling a cross-functional team to work effectively and efficiently together on a complex, fast-moving pilot programme. You will liaise with external partners and stakeholders as well as supporting existing partners and stakeholders. As well as dealing with tasks as they emerge, you will work across the team to keep track of progress, identifying any issues and risks, and enabling the Programmes Manager and Executive Director to gain an overview of the programme as a whole and ensure key milestones are met.

**Key Responsibilities**

* Support the setup and delivery of new initiatives, ensuring effective infrastructure and resource management
* Develop systems to track and report on project outcomes, providing key data for funders and internal use
* Identify case studies and work with partners to ensure considerate story telling
* Maintain strong communication with internal and external partners, facilitating smooth project execution
* Support the Programme Manager with managing contracts and agreements with foster agencies, local authorities, virtual schools, charities, colleges and universities, providing administrative support as needed
* Assist in strategy coordination, including tasks like organising meetings and preparing reports
* Support the information management of the organisation ensuring correct access restrictions and efficient document filing on SharePoint
* Contribute content ideas and create copy for social media content, articles, blogs, and a quarterly newsletter for volunteers and supporters
* Assist in the marketing of the programmes and the organisation activities

**About you**

As a member of our Programmes Team you will identify, develop and maintain effective partnerships with local communities, local government stakeholders, foster carers and other trusted adults to engage them in our pilot project to inspire more young people from care backgrounds to aspire to post-16 education. To be successful in this role you will have experience working in a community setting, delivering information and training sessions, leading workshops or educational activities. You will have a proven record of networking, building effective relationships and tailoring those to meet the differing needs to the audience. You will enjoy using your own initiative and creativity to develop a brand-new area of new work as well as working with colleagues to drive forward our Quality Mark programme which has earned sector wide recognition. You will understand the barriers to further and higher education young people from care backgrounds face and be committed to flipping the script.

**Experience, Knowledge and Attributes**

* Demonstrable knowledge and understanding of widening participation and the policy areas dealt with by NNECL
* Ability to analyse and synthesise statistical and qualitative data from NNECL and DfE and other sources to produce briefings, newsletters and leaflets
* Excellent written and oral communication skills including an ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
* An ability to effectively represent the views of the organisation to internal and external audiences
* A proven high standard of communication skills, including written, oral, presentational and inter-personal skills
* Ability to work independently while remaining alert to the need to consult and work with colleagues
* Good team working skills – the ability to motivate and bring together volunteers to collaborate and focus on specific tasks
* Excellent time management and ability to efficiently organise and deliver multiple tasks simultaneously
* Strong intercultural competence and ability to build relationships across borders
* Experience working in a project delivery role, ideally in a charity, professional or membership organisation, or research/knowledge organisation
* Confidence in using IT systems, familiarity with virtual meeting tools (e.g. MS Teams), use of databases and proficiency in MS Office

**Additionally desirable**

* Knowledge of grassroots organisations in Southwark
* Experience of working with clients with vulnerabilities and/or migrants, asylum-seekers, refugees or care leavers
* Excellent listening skills and the ability to empathise as well as establish boundaries to avoid emotional over involvement