

Job Title:	Positive People Project Support Officer
Location:	Head Office Base in Truro, working across Cornwall
Salary banding:	£17,000 - £19,000
Contract type:	Full-time Fixed term contract until October 2019
Responsible to:	Positive People Project Manager

Main Purpose of Job:

Positive People is part of the national Building Better Opportunities programme which is funded by Big Lottery and European Social Fund and aims to help people who are unemployed and economically inactive to overcome their barriers to participation in work, training and education. Pluss are the Lead Partner.

Working on the Positive People project you will support the Project Manager and the Coast to Coast and South East Cornwall delivery teams with all aspects of project administration and compliance. You be part of a team that includes Change Coaches and injured military veterans who are inspiring people to make positive change in their lives.

You will be very experienced in the use of IT including the full Microsoft Office suite and the use of bespoke customer management/management information systems. You will have excellent attention to detail and well developed communication skills, in particular written and telephone communication skills.

Key relationships:

Internal	External
Positive People Project Manager	Pluss
Positive People Delivery Teams	Positive People delivery partners
Active Plus Office Manager	Project participants
Active Plus Senior Management Team	Referral organisations e.g. Jobcentres

Main Duties and Responsibilities:

- Manage day to day communications for the Project, manning a central telephone line and email box, fielding enquiries and/or passing them to the relevant person
- Support project manager to prepare reports and compile Management Information
- Arrange and take notes of meetings (internal and external)
- Undertake daily filing, scanning and photocopying requirements, ensuring that participant files are compliant and stored securely
- Ensure that all project paperwork is accurate, compliant and input to the Pluss CMS system in a timely manner – doing this direct or supporting other team members to do so
- Undertake compliance checks as directed by the Project Manager
- Maintain an accurate and up to date asset register for the project, ensure adequate resources are always in place, liaising with the Office manager/Finance Manager where goods need to be ordered. Book venues as required.

- Compile participant feedback reports, identifying potential case studies, quotes etc. that could be used to promote the project
- Develop and maintain effective relationships with other Project partner administrators
- Use the Pluss Customer Management System in a timely and accurate manner
- Adhere to policies and processes set by Active Plus and Pluss
- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from Managers as appropriate
- Ensure that data protection guidelines are followed at all times

Person specification

Skills, knowledge and experience		
Essential	Desirable	How identified
Experience of working in an administrative role	Experience of administration of ESF and/or grant funded projects.	CV Personal statement Interview
Excellent communication skills including written and telephone skills	English Language qualification	Personal statement Interview
Sound knowledge and use of the Microsoft Office suite.	ECDL or other IT related qualification	CV Personal statement
Experience of working to strict deadlines whilst ensuring that all work is effective, accurate and compliant	Experience of working to achieve set targets and outcomes or to very specific rules and procedures	CV Personal statement Interview
Experience of working as part of a team	Knowledge and understanding of the challenges faced by wounded, injured or sick military veterans	CV Personal statement Interview

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).

Application Process

Please send:

1. CV of no more than 2 sides of A4 demonstrating fit against roles and responsibilities of the post
2. A personal statement outlining your suitability against each of the essential criteria in the person specification

to: laura@activeplus.org.uk

ACTIVE PLUS

VETERANS INSPIRING PEOPLE

by: 5pm Sunday 11th March 2018

