###### groundwork logo 354 CGroundwork London Job Description

## Job Title: Programme Support Officer (GD)

**Responsible to:** Programme Manager (GD)

**Responsible for:** N/A

Location: Predominantly Groundwork’s Islington Office, and across other Groundwork London sites as required

## Job Background

The Programme Support Officer (PSO) is a key member of Groundwork London’s Green Doctor Programme team, and plays a central role in offering Administrative and Outreach support to the Programme Manager (Green Doctor), Senior Project Officers and Green Doctors (GDs).

The PSO assists and supports the programme through administering referrals, booking visits, managing client engagement and the client management database and assisting with programme compliance in meeting administrative and reporting commitments to funders in accordance with the agreed funder reporting guidelines and those of the Trust.

## Main Objectives

* Assist the Green Doctors through being the first point of call for client contact, booking client appointments and logging interventions onto the bespoke database system.
* Support programme compliance through undertaking administrative, reporting and database tasks, to ensure the programme meets Key Performance Indicators.
* Be the first point of call for troubleshooting any daily issues on the programme.

## Key Tasks and Responsibilities

* Contact by phone all clients referred to the Green Doctor Programme; ensuring all clients are booked in for the necessary appointment with a designated adviser and rebooked if necessary;
* Log all contacts and status updates into the Green Doctor client management database and on any partner databases as required;
* Manage the Green Doctor’s diaries and ensure that all Green Doctors are fully utilised on a daily basis;
* Liaise with Green Doctors on the team regarding any queries over visit completions;
* Support Green Doctors daily with any practical issues that arise in delivering visits;
* Act as a first point of call for client inquiries, including manning the service helpline and logging any referrals that come in;
* Support the Programme Manager and Senior Project Officers in using database information to prepare regular feedback and analysis reports for funders, fundraising applications and other requirements;
* Contribute to the development and maintenance of efficient administrative systems and processes;
* Take responsibility for the efficient management, storage and retrieval of paper and computer records within the established Groundwork London filing system.
* Assist with the production of reports for the Groundwork London Board.
* Assist with the development of new programmes.
* Work with the Groundwork London PR and Communications Team to promote and communicate the successes of our programmes.

## Other Responsibilities

* Work with due regard for Groundwork’s core values and objectives.
* Ensure compliance with Groundwork London’s policies in relation to health and safety, equal opportunities, working with young people and volunteers.
* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director

## Personal & Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and with direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**August 2019**

**Position No: 639**

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.**

| Position Name: Programme Support Officer (YES) | | | | | | | | | |
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| JobFactors | Criteria No | **Person Specification Criteria** | **Ranking** | **Criteria to be tested by the following documents and/or activities** | | | | | |
| **E = Essential**  **D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Experience, Education and Qualifications** | **1** | Level 3 NVQ qualification in Business Administration or equivalent | **D** | **✓** |  |  |  |  | **✓** |
| **2** | Ability to communicate effectively and provide information in a range of settings and with a variety of client groups | **E** |  | **✓** |  |  |  |  |
| Competencies | **3** | Ability to organise work and deal effectively with competing demands and manage a varied workload against deadlines | E | **🗸** | **🗸** |  |  |  |  |
| **4** | Ability to work under supervision but with the initiative to work effectively and efficiently alone, and flexibly within a high performing team environment | E | **✓** | **✓** |  |  |  |  |
| **5** | Ability to engage effectively with people from a wide range of backgrounds including clients, employers, partners and stakeholders | E | **✓** | **✓** |  |  |  |  |
| **6** | Ability to demonstrate an understanding and commitment to equal opportunities in practice | E | **✓** |  |  |  |  |  |
| **7** | Basic understanding of health and safety practices | E |  | **✓** |  |  |  |  |
| **8** | Knowledge of Data Protection and GDPR with regard to the storage, handling and maintenance of personal records and sensitive data | E | **✓** |  |  |  |  |  |
| **9** | Ability to work in a target driven team environment | E | **✓** |  |  |  |  |  |
| **10** | Ability to maintain accurate client data efficiently within established systems | E | **✓** |  |  | **✓** |  |  |
| **11** | Ability to use MS Office Word, Excel, Internet and Email | E | **✓** |  |  | **✓** |  |  |
|  | **12** | Ability to keep accurate records including client contact logs and the completion of funders’ and awarding bodies’ paperwork | E |  | **✓** |  |  |  |  |
| **13** | A willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties | D | **✓** |  |  |  |  |  |

**Appointment to this role is subject to a basic records check through the Disclosure and Barring Service (DBS).**