Please Contact: HR
Telephone contact: 01484 242000

Dear Applicant

Vacancy for Programme Support Officer

We are delighted that you are interested in joining us at C+K. A copy of the Job Description and Person Specification is included in the application pack.

It is important that you read these documents before you submit your application, to make sure that you demonstrate how you meet the Essential and Desirable criteria required for the post. Shortlisting will be carried out based on the information you provide.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974, so you will need to read and policy Recruitment of Ex-offenders and complete Section 9 of the application form.

Shortlisting usually takes place within 10 working days of the closing date. Therefore, if you have been selected to attend interview, you will have heard from us by this time. Unfortunately, due to the volume of applications that we receive, we are not able to contact applicants to inform them that an application has been unsuccessful and we are unable to provide feedback on shortlisting.

We do however, thank all our applicants for the interest, time and commitment they have shown by responding to our vacancies. We will always welcome further applications from unsuccessful applicants for other posts that we advertise.

If you have any special needs arising from a disability and require any of the recruitment information in any other format, or need any other assistance, please let us know.

I hope that having read the job description and personnel specification, you are able to apply for this position and I look forward to receiving your completed application, which should be sent to **recruitment@ckcareers.org.uk** by the end of the closing date deadline. Your application will be acknowledged by an automate email and you will only be contacted if you have been shortlisted for an interview.

Thank you once again for your interest.

Yours faithfully

HR Support Officer

JOB DESCRIPTION AND PERSON SPECIFICATION

POST: PROGRAMME SUPPORT OFFICER

GRADE: SALARY POINTS 23-26

REPORTS TO: OPERATIONS MANAGER

JOB PURPOSE: To provide Programme support for the Management Team in all aspects of administration involved in the efficient running of a diverse range of contracts and activities delivered by the company.

MAIN DUTIES

PROGRAMME SUPPORT OFFICER

1 To assist the Executive Team and Management Team in fulfilling the contract compliance function for a range of programmes across the company and to provide a comprehensive support service to external and internal customers at all levels.

2 To lead on administration for the management team through the creation, organisation and maintenance of efficient paper and ICT based office systems to underpin delivery of external programmes.

3 To provide a high level of administrative support for the management team including word processing reports, contract returns, bids, costings, correspondence, and producing Power Point presentations.

4 To create and maintain a range of programme monitoring systems to support managers and help ensure performance against target is adequate and/or improves, to ensure compliance with contractual obligations.

5 Manage and coordinate referrals for all programmes coming into a single point of entry for adult services, requiring an up-to-date knowledge of available programmes and specific eligibility.

6 To ensure that contractors receive timely and accurate contract claims to facilitate speedy invoicing and to support the Financial Controller in this respect.

7 To ensure all contract database systems are updated in accordance with agreed procedures and train colleagues to use effectively. Develop protocols and manage, operate and develop the use of existing systems.

8 Support programmes to meet contractual marketing responsibilities that adhere to funding guidelines and target specific programme eligible cohorts, including production of leaflets, social media and Powerpoint content.

9 To build and maintain relationships with administration and contract compliance teams from partner organisations, attending contract review meetings and inputting as necessary.

JOB DESCRIPTION AND PERSON SPECIFICATION

ESSENTIAL CRITERIA

1 An Office Administration qualification or equivalent at NVQ Level 3.

2 IT skills – Word Processing, Spreadsheets and Databases, Email and Electronic Diary System, Adapting PDF documents and using Canva. Ability to use AI for caseload management and to achieve specific contract outcomes.

3 Excellent interpersonal and communication skills- both oral and written.

4 Handle sensitive and confidential information according to procedures when working under pressure without supervision within the organisation and with outside agencies, with excellent accuracy and attention to detail.

5 Effective team working. Able to support and coach/train newly appointed staff.

6 Use initiative and flexibility to organising and prioritising own workload.

7 Negotiation and influencing skills. Can deal with complex queries, generate ideas and solutions to deliver an effective resolution.

8 Ability to meet the requirements of a Standard DBS Disclosure.

9 Contracts administration experience

10 Project Management experience

ADDITIONAL REQUIREMENTS

The postholder will:

- ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.

- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the postholder.

- carry out duties at all times in such a way as to safeguard and promote the welfare of children and young people and to follow the company's safeguarding policy and procedures.

- carry out duties at all times in compliance with the Company's Equal Opportunities Policy.

- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.

- demonstrate a professional and flexible approach in fulfilling the requirements of the role.

- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements and guidelines on sharing information with third parties.