

JOB DESCRIPTION

Job title:	Programmes Officer (Local Impact)
Salary range:	£35,042 - £40,000 per annum (Excluding London weighting)
Reporting to:	Impact and Evaluation Manager
Location:	Flexible
Budget responsibility:	No
Management responsibility:	No
Hours:	35 hours per week
Contract:	Permanent contract (subject to funding)

MAIN PURPOSE OF JOB:

To support projects across the local impact department by coordinating the provision of project materials and resources and ensuring that project-level data is being generated, recorded and reported on.

This will include working with the Impact & Evaluation Manager to champion project monitoring and evaluation and to design (in consultation with responsible senior staff) and coordinate processes for using Travel Tracker, the CRM system and PowerBI to maximise the effectiveness of projects and our ability to communicate impact.

You will work closely with project managers and with colleagues in other departments to ensure project monitoring and evaluation plans are in place and are functioning well and that project resource requirements are identified, sourced and distributed.

This is an interesting and varied role and an ability to embrace a diversity of tasks, excellent attention to detail and an ability to work well across teams and with remote staff is essential.

MAIN DUTIES AND RESPONSIBILITIES:

Project systems and data support:

- Local Impact lead and first line support for Travel Tracker administration, acting as a first port of call for LI team members who have a query or an issue with Travel Tracker itself or the Travel Tracker data as accessed via a PowerBI report, and developing processes and training resources in consultation with responsible senior staff.

- Local Impact CRM champion responsible for updating guidance documentation and ensuring appropriate training provision for the department.
- First line support for implementation and use of project management systems including Monday.com
- Local Impact champion and first line support for PowerBI, working with the Impact and Evaluation Manager and the Digital and Data team to maintain reports and support their effective use by project teams.
- Work with the Portfolio Management Group to administer its regular meetings and ensure regular project reporting in place.
- Work with the Impact and Evaluation Manager to coordinate and implement project monitoring and evaluation plans alongside project managers providing ad hoc M&E support for projects where required.
- Act as a representative for the Local Impact Department on the Data Management Group, developing Local Impact data management protocols.
- Work with the comms team to enable effective central communications to project audiences and ensure accurate data is provided for relevant mailing lists.

Admin support:

- Oversee resource ordering for project teams, managing warehouse account and stock levels including tracking project order costs.
- Work closely with the communications team to coordinate the production and distribution of project materials.
- Work with project managers and our commercial team to coordinate project resource requirements across different projects, regions, nations and audiences to ensure these are met.
- Monitor relevant centralised mailboxes in partnership with LSS and other departments.
- Coordinate logistical organisation of key external project meetings, Local Impact department away days and department-wide training sessions.

Other duties

- Adhere to Living Streets policies and procedures, maintaining good liaison across the organisation.
- Be an active contributor to the Local Impact Department and attend team meetings.
- Be an ambassador for Living Streets at public-facing events and in all dealings with partners, funders, wider stakeholders and the general public.
- Contribute to staff meetings and internal communications.
- Support fellow staff and provide internal mentoring and training to others where appropriate.
- Occasional out of office hours work may be required as will regular travel within the UK.
- Undertake other duties from time to time, as requested by the line manager/Department Head/Chief Executive.

PERSON SPECIFICATION

Applicants must be able to demonstrate:

Essential Criteria	From application (✓)	At interview (✓)
Experience		
Experience of handling confidential information	✓	✓
Experience in handling team operational duties effectively and efficiently	✓	✓
Experience of database management and reporting (e.g. Travel Tracker, CRM, Power BI)	✓	✓
Knowledge and skills		
Strong organisational skills	✓	✓
A good level of numeracy	✓	✓
Strong IT skills, including Microsoft Word, Excel and Outlook	✓	✓
Strong time management skills	✓	✓
Strong written and verbal communication skills	✓	✓
A good understanding of data protection principles and best practice	✓	✓
Ability to work cross-organisationally, establishing good working relationships with other teams and departments	✓	✓
Ability to solve problems and be able to deal with varied sets of responsibilities	✓	✓
Ability to work effectively as part of team, and independently as required	✓	✓
Personal		
Ability to work flexibly, including occasional travel or evening and weekend working	✓	✓
'Can do' approach to tasks and challenges	✓	✓
Commitment to equal opportunities and the ability to implement the Living Streets' Equality, Diversity and Inclusion policy	✓	✓
Understanding of, and commitment to, the agenda of Living Streets	✓	✓

It would be preferable for applicants to also demonstrate:

Desirable Criteria	From application (✓)	At interview (✓)
Experience		
Experience of project delivery with schools, workplaces and communities	✓	✓
Experience of facilities management and IT support functions	✓	✓
Experience writing reports in PowerBI	✓	✓
Experience designing processes for or administering a CRM system	✓	✓
Experience supporting others to use Travel Tracker	✓	✓
Experience with board design and administration on Monday.com	✓	✓
Knowledge and skills		
Good understanding of the not-for-profit sector	✓	✓
Knowledge of Living Streets agenda and issues relating to local transport, environment and health	✓	✓
Knowledge of sustainable travel	✓	✓