



PROJECT SUPPORT OFFICER (PSO)

HOURS: 35 PER WEEK

GRADE/SALARY: £22,000

FIXED TERM CONTRACT – 2 YEARS

REPORTS TO: DEVELOPMENT MANAGER

JOB DESCRIPTION

OVERVIEW

The Leanne Fund SCIO is the foremost Cystic Fibrosis (CF) charity in the North of Scotland, working with individuals and families to provide vital social, practical, emotional and financial support.

We are currently undergoing an extensive transformation which will enable us to support many more people affected by CF across a further 3 NHS regions of Scotland.

An opportunity has arisen within the organisation for the role of PSO to support the Development Manager in the delivery of key projects.

JOB SUMMARY

The post-holder will be expected to provide all aspects of project support which will involve working closely with the project lead, NHS CF teams and service users.

The post-holder will support the Development Manager in delivering specific projects to a high standard, on time and within set budget.

The post-holder will be expected to undertake a wide variety of tasks including communicating with stakeholders, assisting with planning the delivery of current and new projects, organising meetings, updating and maintaining databases and contact information. The post will be based at The Leanne Fund office in Stornoway. Candidates are advised that occasional mainland travel may be required to external meetings.

KEY OBJECTIVES

- To provide a high level of administrative and secretarial support to the Development Manager.
- To support the Development Manager with the continued expansion and development of the Charity's services
- To support the Development Manager with the implementation of the Charity's strategic and operational plans.

PRINCIPAL ACCOUNTABILITIES

- To deliver an excellent administrative function to ensure that The Leanne Fund's projects are fully supported by an effective administrative process.
- To respond to all project enquiries in a prompt, efficient and helpful manner and within the agreed timescales and service levels.
- To process all administrative activities in a prompt, efficient and helpful manner and within the agreed timescales and service levels.
- To collate information and data as required by the Development Manager or The Leanne Fund Board

Communication and Relationship Building Responsibilities

- To organise, administer and support project meetings.
- To act as the first point of contact for project enquiries.
- To develop and maintain excellent relationships with Leanne Fund staff, volunteers, fundraisers and service users.
- To develop and maintain excellent relationships with relevant suppliers.
- To attend and contribute to Board meetings and team/event briefings, workshops and relevant training sessions as required.
- To be an active and supportive member of the Project Team to develop a positive and supportive team and working environment.

Finance and Accounting Responsibilities

- To ensure financial records and information are processed and maintained in accordance with The Leanne Fund's defined policies, ensuring the correct recording on relevant databases.
- Personal Responsibilities
- To participate in training, knowledge and skills development as required.
- To effectively support colleagues and volunteers.
- To personally maintain and develop own performance and contribute to the wider organisation.
- To provide support at Leanne Fund events as required which may involve weekend working.

Other duties

- Undertake any other task that is commensurate with the post as may be requested by the Development Manager or The Leanne Fund Board.
- You may be required to provide support to and/or cover for activities delivered by the Development Manager or Leanne Fund Board.

Person Specification

Selection Criteria	Essential (E) / Desirable (D)
Knowledge, training & qualifications Administrative qualification or relevant experience. A good standard of IT skills and computer literacy specifically relating to Microsoft Office packages, database systems and the recording / inputting of information.	E E
Experience Demonstrable experience of working in a busy administrative / office environment. Demonstrable experience of working in a customer care/support environment. Relevant project experience and experience of using different databases and software applications. Experience of maintaining client data in accordance with GDPR requirements. (Full training will be provided)	E E D D
Skills & attributes Excellent administrative and time management skills to deliver results on time and within target. Ability to work independently or as part of a team, prioritising own workload. A high standard of written and spoken English and the ability to respond and communicate sensitively to service users. Ability to demonstrate accurate data entry and recording skills in a timely manner.	E E E E
Competencies and Personal Attributes An awareness of Health & Safety and Risk Management. Methodical and accurate. Committed to equality of opportunity and understanding of diversity issues. A willingness to acquire additional skills and knowledge as required.	D E E E
Business requirements Flexible hours to accommodate occasional evening and weekend work. Occasional travel across Scotland may be necessary.	E E