**BARROW CADBURY TRUST**

**PROGRAMME OFFICER**

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| **Purpose of the role:** | 1) to ensure the programme systems run smoothly;  2) support the Director of Programmes;  3) maximise the impact of our work through supporting dissemination, convening meetings and communications. |
| **Reports to:** | Director of Programmes |
| **Salary:** | £30,000 - £32,000 pa |

**Responsibilities:**

Support to Director of Programmes and Programme Team

1. Manage and support the Director of Programme’s schedule, managing diary, organising internal and external meetings and undertaking any associated administration (e.g. briefings, travel and logistical arrangements)
2. Provide general administrative support to the programme team as requested
3. Organise and service internal programme meetings and coordinate the preparation of programme papers for Trustee Board.

Administration of programme processes

1. Act as first point of contact to grant enquirers and applicants, responding to queries and resolving problems in a timely fashion
2. Provide routine administrative support with grant processes: including management of grant set-up; creating and running reports; maintaining up to date records and providing ad hoc assistance as needed.
3. Develop and maintain databases and knowledge management systems including: support to system development; managing and updating data; creating and running reports; providing training and support to Trust staff
4. Develop and keep updated process manuals relating to programme processes, including database guidance and grants handbook
5. Liaise with Birmingham City Archives to coordinate the archive of the Trust’s records.

Convening, learning and knowledge management

1. Support the influencing, convening and partnership work of the Trust by setting up and servicing programme-related events and meetings.

1. Work with Programme Managers and Communcations Manager to develop convening and dissemination plans to ensure learning from the Trust’s work is widely shared.

1. Contribute to the Trust’s continue improvement process by proactively identifying issues, problems and solutions in relation to grants processes and customer care

General

1. Assist with general administration across teams when required in order to support the smooth running of the office.
2. Promote equality, diversity and social justice in carrying out all aspects of the role, in line with the values of the Trust
3. Any other duties as required by the Trust

**Person specification**

Essential

1. Excellent organisational skills, able to think ahead, prioritise and manage multiple streams of work
2. Experience of supporting senior colleagues including ability to organize and manage diary and associated tasks
3. Good interpersonal skills, able quickly to form relationships with those inside and outside the organisation; a good team player
4. Experience in developing and maintaining efficient office systems
5. Good standard of written and spoken English, able to tailor communications to different audiences
6. Excellent IT skills including use of Office package and databases
7. Ability to manage projects from initiation to completion and follow-up
8. Commitment to learning, with the skills to gather, collate and share learning from Trust-funded work to internal and external audiences
9. A broad understanding of one or more of the Trust’s areas of work
10. Commitment to excellent customer care
11. Willingness to work within a Quaker ethos
12. Interest in social justice and equalities issues.

Desirable

1. Experienced Salesforce user
2. Direct personal experience of one or more of the Trust’s social policy areas (Criminal Justice, Migration or Economic Justice/Poverty)