

**PROJECT OFFICER**

**Role Profile**

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| **Job Title:** | Project Officer | **Date:** | April 2019 – 31 March 2019 |
| **Reporting Line:** | Programme Manager | **Job Level:** | Grade 5£22,911 - £26,317 |
| **Team:** | GM Ageing Hub | **Business Area:** | GM Ageing Hub |

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| JOB PURPOSE |
| The post holder will contribute to the goals of the Ageing Hub team through the provision of a high quality business support that is flexible and timely, with a particular focus on communications.  |

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| **DIMENSIONS** |
| * Liaising with internal and external customer groups and strategic partners
* Senior managers and staff within GMCA, the public, stakeholders and partners
* A wide range of external partners, including Local Authorities and private sector representative.
* Roles at this level will be required to achieve agreed objectives and outcomes with minimum supervision.
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| **KEY RESPONSIBILITIES**  |
| 1. To provide flexible administrative support across the full range of GM Ageing Hub activities to support the delivery of the Greater Manchester Age Friendly Strategy.
2. To provide support to the Hub’s steering group and task groups, including arranging meetings, taking minutes and proactively following up on actions.
3. To provide diary support for the Head of the Greater Manchester Ageing Hub.
4. To produce a monthly electronic newsletter for the Ageing Hub, gathering information from key partners, editing and writing content.
5. To maintain and update the Ageing Hub web pages, ensuring the content is current, accurate and relevant.
6. To support the management of the Ageing Hub Twitter account including writing and scheduling content.
7. Prepare and update reports, documentation, communications and information including activity reports and delivery plans.
8. Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.
9. Maintain and develop effective administration processes to meet the changing demands of the organisation and contractual agreements.
10. Build effective relationships with the broader Ageing Hub team and partners, working collaboratively across GMCA and partner organisations.
11. Raise purchase orders and requisitions and process payment of invoices in a timely manner.
12. Organise business travel and accommodation
13. To represent the Ageing Hub in a professional and respectful manner.
14. Maintain and store data and documentation appropriately and in line with the General Data Protection Regulations (GDPR).
15. Personal commitment to continuous self-development and service improvement.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Experience:*** Working in a busy office and providing effective general administrative support
* Drafting or writing communications material such as web content or news stories
* Delivering to deadlines
* Adapting to changing priorities

**Skills:*** Strong planning and organisational skills, and the ability to multi-task
* Excellent written and verbal communication skills, with good standards of accuracy and attention to detail
* Ability to convey messages in a clear and compelling way, tailoring content according to the audience
* Ability to exercise initiative and work independently
* Ability to work effectively as part of a team
* Ability to work to deadlines and to be flexible to changing priorities
* Excellent people skills with demonstrated ability to work with a wider variety of individuals and groups both in person and remotely
* Ability to manage own workload and take part in continuous professional development activities to improve own learning
* Evidence of previous commitment to learning and/or employment
* Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* Good IT skills including Microsoft Word and Outlook
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