



Projects & Performance Officer Vacancy

Skills, Work and Enterprise Development Agency (SWEDA)

The Business Centre, Church Street, West Bromwich B70 8RP

Skills Work and Enterprise Development Agency (SWEDA) has been providing services to all diverse communities in Sandwell and surrounding areas since 1989. Our services aim to tackle barriers faced by people when wishing to access training, employment or self-employment by providing advice, guidance mentoring and training; empowering and enabling clients to reach their goals. We provide support to disadvantaged groups, e.g. Lone Parents, Long/Short Term Unemployed, Women, Benefits claimants, BAME (Black and Minority Ethnic) and Young People. Each year we support and inspire over 1,400 individuals.

Projects & Performance Officer

Part time 22.5 hours per week

£20,000 - £23,000 per annum (pro rata)

(Dependent on experience and qualifications)

Temporary Maternity Cover (September 2018); subject to initial 3 month probationary period

This is an exciting position to join SWEDA to support the delivery of several projects including our Building Better Opportunities Community Matters programme funded by The Big Lottery Fund and the European Social Fund.

The Community Matters Programme provides skills, training and employment support for those furthest from the labour market. The job role includes assessing clients' support needs, drawing up individual Learning Plans, monitoring and evaluating their programme of support as well as completing paperwork to contractual and quality requirements.

The Project & Performance Officers role will be to ensure that all our programmes and projects are effective, efficient and of a quality that meets high quality service standards. Primarily the role will focus on the coordination and monitoring of the Building Better Opportunities Community Matters Programme. The post holder will work closely with our team of advisors and management to support them to meet the monitoring and compliance responsibilities of the funder and the programme.

This post is part funded through Big Lottery Fund and the European Union through the European Social Fund

Charity number: 1158859



The successful candidate will need proven experience of and skills in planning, managing and monitoring projects and programmes with a range of targets, outputs, and outcomes to time and quality standards. Will also have strong verbal and written communication skills and excellent interpersonal skills. Must be proficient in Microsoft Windows and be competent in the use of MS Office applications.

For details of how to apply Download Job Description and Person Specification from www.sweda.org.uk.

Or please call 0121 525 2558 for further information.

Application via CV and Covering Letter that addresses the Job Description and Person Specification to:

vacancy@sweda.org.uk

Closing Date: 18th February 2018



JOB DESCRIPTION

Job Title:	Projects & Performance Officer
Responsible to:	CEO
Responsible for:	Supporting the delivery of Building Better Opportunities Community Matters Programme
Salary:	£20,000 - £23,000 per annum (pro rata)
Place of Work:	SWEDA (some outreach activity to take place)
Hours of Work:	22.5 hours per week
Length of contract:	Temporary (September 2018); subject to initial 3 month probationary period

Job role

To provide a support role and effectively monitor SWEDA's projects including our Building Better Opportunities Community Matters programme funded by The Big Lottery Fund and the European Social Fund. The ability to manage multiple priorities and plan workload to meet tight deadlines is essential.

Duties

1. To manage and monitor the day to day operation of SWEDA's projects including the BBO Community Matters programmes to ensure SWEDA achieves the targets set by our funders
2. To help develop monitoring and compliance systems, processes and procedures to ensure effective management and reporting of the programme's outputs and results in line with funder's requirements
3. To work closely and collaboratively with all advisors to ensure their understanding of, and adherence to, their schedule of deliverables and associated key dates of submission of evidence
4. To support and monitor advisors work to rectify any issues or discrepancies in data & information quality

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5. To complete all necessary contract documentation and ensure that all customers files are maintained according to contractual and quality standards
6. To update information on management Information Systems as required by contractual and quality standards
7. To collate and file information and provide reports or statistical data as required.
8. To support the Management team with undertaking formal performance monitoring, compliance, financial and quality audits of services
9. To support the CEO in arranging and facilitating regular programme and project specific meetings including advising on Agenda, and reports
10. To make presentations to existing and potential clients and to represent SWEDA at meetings
11. To help manage delivery risks highlighting any potential concerns, or issues to the CEO and to provide support to mitigate or avoid risk
12. To maintain an up to date knowledge of the local labour market and sector developments.
13. To work to Matrix and other quality standards as required by the company.

Financial Management

- To comply with and act in accordance with the organisations financial regulations.

Staff Management

- To participate in Staff Development, Appraisal and Training as required.
- To be familiar and comply with SWEDA's Personnel policies and procedures and office code of conduct and the Staff Handbook.

Other Duties

- To ensure equality of opportunity both in service provision and employment, having regard to the needs of the diverse community we serve.



- To have knowledge of the Safeguarding Vulnerable Groups Act (2006) and to comply with this legislation at all times.
- To ensure that your own actions and those of your team reduce risks to health and safety and to work in line with the company's policies and procedures with regards to Health and Safety.
- To comply with legislation and SWEDA's policies and procedures including Data Protection and Computer Security.
- To participate in exit and leaver processes as required.

General

- To work in a collaborative and co-operative manner in support of the organisations business objectives.
- The duties of the post may change and develop from time to time in the light of new legislation, SWEDA Policies, organisational developments, programme requirements and social trends. Such developments will be monitored in conjunction with the CEO and will be reflected as necessary in the job description.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustments the Equality Act.

This job description is not exhaustive. It is a guide to the work the post holder will initially be required to undertake and may be reviewed to meet changing needs of the organisation.

PERSON SPECIFICATION

<u>Qualification/Experience</u>	
<ul style="list-style-type: none"> • Literacy & numeracy to level 3 or equivalent • Evidence of continuing professional development • Experience of planning, managing and monitoring significant programmes and projects • Using performance and management information systems, including data input and producing reports • Multi-agency/partnership working • Supporting/delivering employability/job readiness services • Supporting/delivering community learning/adult education • Experience of setting up and managing auditable filing systems 	Essential
<ul style="list-style-type: none"> • Educated degree level or equivalent • Working in a voluntary organisation • Delivery and/or monitoring within a European funded project 	Desirable

<u>Skills, Knowledge and Understanding</u>	
<ul style="list-style-type: none"> • Work under pressure and meet deadlines • Excellent Interpersonal skills & relationship building skills • Written & verbal communication skills • Working practice of Microsoft Office – Word, Excel & Outlook • Practical, administrative and organisational skills • Work as part of a team, as well as using own initiative • Anticipate issues and respond in a timely fashion • Apply discretion and understand the importance of confidentiality • Manage multiple priorities and plan workload • Write concise and clear reports • Skilled at managing conflict and challenge • Commitment to/understanding of equal opportunities • Awareness of issues facing deprived communities • Flexible and adaptable • Able to work out of office hours (occasional evenings or weekends) 	Essential
<ul style="list-style-type: none"> • Understanding of ESF project delivery and monitoring • Driving licence • A vehicle available for work (travel expenses will be paid) 	Desirable