



Job Description & Person Specification

Programmes Support Officer

Responsible To	Head of Programmes
Salary	£25,000 per annum
Job Location	Based in Amersham, Buckinghamshire, some limited home working also available
Hours	Full time (35 HOURS excluding lunchbreaks)
Annual Leave	28 days holiday per year plus public holidays, including three days when the office is closed over the Christmas period (when holiday time must be taken).

JOB PURPOSE

This varied and rewarding role requires an individual who is enthusiastic, adaptable, and well organised. A team-player, who enjoys working across the organisation and who has sensitivity, tact and empathy when communicating with children, young people and their families.

The overall job purpose is to help more children and young people with complex lifelong conditions by supporting the Programmes Team in delivering their workplan.

RESPONSIBILITIES

- Provide administration support to the Programmes Department.
- Organise and send out Roald Dahl Nurse induction packs, family packs, resources and charity promotional materials as required.
- Maintain and update database of members' details.
- Support Programmes Manager with delivery of Roald Dahl Nurses' Workshops, Inductions and Conference
- Support Engagement & Participation Co-ordinator with delivery of Family Support
- Collate data, assist in analysis and report writing.

Other Matters

This job description helps the postholder to understand her/his main duties. It is not exhaustive, and the role's duties may change from time to time, in discussion with the post holder and consistent with the level of responsibility appropriate to the grade of the post.

Roald Dahl's Marvellous Children's Charity is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Confirmation of appointment will be subject to a satisfactory Disclosure and Barring Service report.

The appointment is subject to the satisfactory completion of a three-month probationary period.

Roald Dahl's Marvellous Children's Charity is committed to achieving the highest standards of service and employment practice. We give equal opportunity to everyone, regardless of background. While our offices are not currently accessible for people with significant mobility difficulties, we will make all reasonable adjustments to allow the most suitable candidate to perform their role effectively.

The postholder may be required to travel within the UK, for example to attend meetings in other parts of the country. This may very occasionally require overnight stays, though with advance notice. The postholder may also be required to undertake occasional evening and weekend work when, for example, we hold or attend events.

Roald Dahl's Marvellous Children's Charity operates a no-smoking policy.

If we offer you a job, we will check your:

- **proof of eligibility to work in the UK (we don't support sponsorship requests)**
- **proof of address**
- **references**
- **criminal records check**

Person Specification: Engagement & Participation Co-ordinator	Essential (E) or Desirable (D)
1. Experience:	
Clerical and/or administrative experience	E
Charity and/or healthcare background (ideally in the children's sector)	D
Stakeholder relationship co-ordination experience	D
Experience of using a CRM database	E
Proven track record in project and/or programme management support	E
Events, workshops & conferences organisation experience	E

2. Skills	
Able to develop effective relationships with children, young people and adults	E
Works with tact and diplomacy and the ability to respect confidentiality	E
Ability to work well in a team environment with limited supervision	E
Ability to provide progress reports – written and verbal	E
Ability to manage and understand complex data, including numerical data, and create reports and analysis	E
Time-management skills to work under pressure, to prioritise and to meet deadlines	E
Competent and confident computer skills including MS Office	E
3. Personal Qualities	
Enthusiastic, hardworking, self-motivated and driven with ability to work independently	E
Excellent interpersonal, communication and team working skills	E
Adopts an inclusive approach to work which welcomes, respects and values difference	E
Flexible and adaptable	E
Highly organised with excellent attention to detail	E
Creative approach to problem solving	E