

Job Description



Title: HWLincs Contract & Project Support Worker (PSW)

Reports to: Chief Executive Officer (CEO) and the Operations & Development Manager (ODM)

Salary: £24,000 - HWLincs Salary Grade Level 3

Contract Type: Initially a one-year fixed term contract with potential to become permanent. We support hybrid working and would consider secondment, job share and flexible working for the right candidate

Hours: 36.5 per week (flexible working available)

Registered Office and Place of Work:

The HWLincs head office is located at The Len Medlock Centre, St George's Road, Boston, PE21 8YB where staff are provided with an office space. However, HWLincs offer all staff the opportunity to organise their working week between the head office and their home (or other identified suitable place of work). Staff must comply with recording daily working movements in our provided Flex Planner system. Please note that all working environments must comply with our health and safety and all other relevant policy requirements. You may be required to travel to perform your responsibilities and duties, however you will be entitled to claim back additional expenses in accordance with HWLincs policy and procedure.

Pension:

Automatic enrolment into the HWLincs pension scheme with Royal London, with the right to opt out (this must be stated in writing to the CEO).

Supervision:

You will be given annual appraisal. Regular additional one-to-one support and supervision will be provided.

Training and CPD Opportunities:

Mandatory training will take place as part of the organisational or specific role requirements and Continuous Personal Development (CPD) will be discussed and approved with the CEO.

Staff Management: N/A

Line Management Responsibilities: N/A

Job Summary

This is an exciting opportunity to join an established charity in a key 'hands on' role. The successful candidate will support the team with additional capacity, knowledge and expertise in delivering a variety of internal or externally funded projects, and in particular for the residential care sector. We are looking for a motivated, flexible and experienced professional who can offer a 'can do' approach, and a critical thinker who can exercise best judgement in a variety of tasks.

In the immediate term this role is required to support the delivery of a specific contract, which will work with the residential care sector. Knowledge of this sector is not necessary but would be preferable. This is a short-term six-month contract, which will require full time allocation and an ability to hit the ground running.

In addition to, and beyond that period, the role will be assigned to other HWLincs projects and contracts, provide variety of work and an excellent opportunity to learn new skills, benefit from personal development and with the opportunity of job progression.

The Contract & Project Support Worker (PSW) will be responsible for supporting the coordination and delivery of our project and contact activity. The PSW will be working closely with our Contract & Project Officer and Engagement to Insight Officer. The PSW will be proactive in helping to organise the planning and delivery of projects which will include scheduling tasks, recording of progress, liaising with stakeholders, and engaging with end users.

This role therefore requires excellent communication, organisational skills, logical thinking and problem solving.

Key Responsibilities:

- Supporting 'start to finish' contract and project work
- Engaging with the public and stakeholders
- Desk based research/mapping
- Administration: email, telephone, involving setting up meetings, organising venues, ordering and tracking payments
- Understanding and supporting plans and activities
- Communicating effectively at all levels, and across diverse channels, including social media
- Demonstrating good I.T. skills

Skills and Experience:

- Excellent communication
- Proven organisational skills
- Logical thinking
- Problem solving
- Ability to drive
- Experience of working on projects involving organisational stakeholders and the community
- Experience of working with people and organisations
- Experience of working in the residential care sector would be a bonus
- Working to GDPR and Data Protection requirements with regards to personal data.

HWLincs requirements:

- HWLincs Communications – supporting with the production and distribution of digital marketing, press releases, posters, reports and leaflets
- HWLincs Engagement – providing a range of engagement support, linked to project or event activities
- HWLincs Data – supporting the completion of surveys and consultations as well providing some early analysis of results

- Liaison – communicating with project/contractual and activity partners, as appropriate
- Volunteers – providing support for relevant contract and project volunteer activities
- General HWLincs project support, involving a variety of tasks
- Develop and work to agreed plans
- Undertake any other duties as may be required within the scope of the role or to support the wider HWLincs team
- Comply with all HWLincs policies and procedures, including health and safety and equal opportunities
- Engage in regular staff meetings, staff briefings, task groups and Board meetings, where required
- Undertake training and personal development as appropriate
- Identify and report risks and conflicts of interest as they occur in line with the HWLincs Risk Register

Person Specification

PERSON SPECIFICATION		Essential	Desirable
Qualifications			
	Good general education.	●	
	IT based qualification		●
Experience			
	Of working on projects		●
	IT based experience	●	
	Of networking and working in partnership with other communities		●
	Of working with the public		●
	Experience of informal or formal research		●
	Experience of producing professional levels of written and verbal communication tools.		●
	Ability and experience of using, interacting, creating and delivering social media messages eg Facebook, Twitter and Instagram.		●
Knowledge			
	A knowledge or interest in Lincolnshire	●	

	An understanding of the needs of people from a diverse range of communities and backgrounds.		●
	Understanding of the health, care and wellbeing sector		●
Skills			
	Working on own initiative, with the ability to meet deadlines	●	
	Working as part of a team	●	
	Good English communication skills, both written and verbal	●	
	Engage effectively with people on any level to build rapport and get results	●	
	A solid understanding of social media and digital platforms and how they can be used to the benefit of the charity		●
	Computer literacy to include use of all Microsoft applications and Email	●	
	Ability to get on well and work constructively with a variety of people	●	
	Ability to be calm under pressure and always have a positive 'can do' attitude	●	
	Organised and excellent time management skills, appreciate that work needs to be carried out in strict time constraints and plan accordingly	●	
	A commitment to social inclusion and equal opportunities, honesty, a persuasive manner, tact, a sense of humour and patience	●	
Circumstances			

	A full driving licence and access to a car with adequate insurance for use in the course of work or ability to successfully access public (or other suitable) transport to enable travel across Lincolnshire (or further afield) if required	•	
	Willingness to work flexible hours in accordance with the HWLincs working hours policy.		•
	Conform to standards of dress which reflects a professional service	•	