

Job Title:
Project Support Officer

Responsible to: Project Manager Edgbaston Neighbourhood Networking Scheme (ENNS)

Location: Head Office, Age UK Birmingham

Contract Type: Fixed-term contract until March 2027 (with possible extension, subject to funding)

Hours: 12 - 16 hours/ week (0.32 – 0.43 FTE)

Salary: £25,628 per annum pro rata + benefits

Job Purpose

Funded by Birmingham City Council Adult Social Care, the aim of Neighbourhood Network Schemes (NNS) in Birmingham is to help adults in Birmingham to lead healthy, happy, and independent lives in their own homes and communities. The main purpose of this role is to provide project support to the Edgbaston Neighbourhood Network Scheme (ENNS). The postholder will lead on administrative and marketing duties required to ensure that the Scheme is well known and understood locally, and that it runs smoothly both internally and externally. The Project support worker will be the key link for enquiries coming into the Scheme, working closely with Project colleagues and local community groups and organisations (known as assets).

Key Responsibilities:

- Ensure that there are timely entries to Birmingham City Council Community Directory known as 'Connect to Support' (CtS)
- Ensure existing entries to CtS are regularly updated
- Lead for ensuring high levels of CtS data quality reporting
- Contribute to the promotion of ENNS to other colleagues, wider professional networks, community assets and citizens; supporting the communication and marketing of ENNS activities
- Assist organisations and individuals with network queries, and signpost on where appropriate.
- Lead on content, layout and quarterly distribution of ENNS newsletter
- Maintain contact databases
- Any other duties reasonably associated with this position

PERSON SPECIFICATION

Essential	
1.	Experience of working or volunteering in an administrative role
2.	Experience of using client management systems for recording and collating data
3.	Excellent IT skills and proficiency in Microsoft 365
4.	Experience of using social media and online platforms to promote activities
5.	Good literacy and numeracy skills
6.	Ability to prioritise effectively and manage time efficiently
7.	Excellent communication and listening skills, patience and tact
8.	Commitment to Equality, Diversity and Inclusion
Desirable	
1	Experience of working or volunteering in the non-profit or voluntary sector
2	Understanding of the issues faced by older people and/or young adults living with additional needs