

JOB DESCRIPTION

Job Title:	Project Support Officer
Grade:	SCL Grade 2, SCP 3-5: £18,065 to £18,795
Responsible to:	Salford Youth Alliance Project Co-Ordinator
Location:	Little Hulton & Walkden
Responsible for:	N/A
Hours of Duty:	2 years fixed term contract with possible extension. 30 Hours per week part time (Pro-Rata) This role may include evening and weekend work which no extra payment will be made.
Purpose and Objectives of Post:	

To support the day to day administration of the Salford Youth Alliance project. The project will aim to engage young people to have a more active lifestyle via a range of opportunities including volunteering, training and youth provision.

Main Duties and Responsibilities:

1. Work with the Project Co-Ordinator to ensure there is a simple, practical and workable referral process into the project, and to manage waiting lists for services effectively.
2. To act as a strong role model and source of knowledge and support to team members, partners and SCL colleagues with regards to Salford Youth Alliance and the projects purposes.
3. Receive and process referrals forms into the project from a variety of sources and contact referring agents with any queries where necessary; and add data to the database management system. Keep all other necessary records using suitable filing systems.
4. To communicate with volunteers effectively and be polite courteous and professional at all times.
5. To demonstrate good customer care as the point of contact for referrer, participant and respond to queries relating to the Salford Youth Alliance Project, from both partners and members of the public. Obtain feedback on services and actively encourage participants to attend on a regular basis.
6. Under direction of the Project Co-Ordinator ensure all social media and website details are updated on a regular basis.
7. Assign the potential volunteer to one of the volunteer development officer's case load and make the necessary connection.

8. Contact participants on the project via telephone and email within 48 hours of the referral being received and book volunteer appointment with one of the development officers.
9. Provide information about the project and what to expect to participants.
10. Support the Volunteer development officer's to plan and coordinate regular volunteer reviews.
11. Under direction from the Project Co-Ordinator provide support to the volunteer development officers in assisting the booking of volunteer training sessions liaising with volunteers and officers to create a smooth booking process.
12. Receive and record participant information from team members regarding participant's journey through the project and attendances.
13. Ensure there are procedures in place to manage DNA's, cancellations and rearranged appointments.
14. Be responsible for contacting volunteers via text, phone call, email and any social media outlets.
15. Accurately record and enter participant data on the central management system and ensure it is kept up to date with history notes and activities for each participant.
16. To contribute towards monitoring and evaluation of an effective Salford Youth Alliance Project in response to local need and compliant with national best practice and guidelines, and be responsible for providing data for reports as directed by the Project Co-Ordinator and to work with the Project Co-Ordinator to provide written and verbal updates as required for GM Active.
17. Attend courses, training events and meetings as directed by the Project Co-Ordinator.
18. Be aware of and committed to equal opportunities principles and practices, and work in accordance with data protection rules and GDPR.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services

5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised:

Prepared by:

Agreed by Post holder: