Job Description

Job: Project Officer

Department: Foundation for Social Improvement

Date: November 2019

Salary: £23,095 (pro rata) for 3 days per week

Job Purpose

The role of the Project Officer is to support the delivery of the aims and objectives of the FSI specifically but not exclusively within the Membership & Learning function. The Project Officer will be responsible for identified projects, tasks and actions that are crucial to the efficient and effective running of the Learning Programme and ensuring that FSI Members have an excellent ‘user experience’ when engaging with the FSI. The Project Officer will work within the Membership and Learning team but will equally support projects across the organisation.

Key Relationships

The Project Officer reports directly to the Director of Programmes the post holder will work with other Project Officers within the Programme team and liaise, develop relationships and work cooperatively with all FSI colleagues.
Job Content

The principle aim of this role is to provide support to successfully deliver the Learning Programme

1. Marketing & Communications
   1.1. Produce and distribute member communications relating to FSI programmes and activities including monthly e-newsletters
   1.2. Post regular and relevant updates on a variety of social media including Twitter, Facebook and LinkedIn
   1.3. Regularly update the FSI website and promote our training blogs across a variety of platforms
   1.4. Ensuring that all communication, internal and external, is of an appropriate high standard, and consistent with FSI’s brand and key messages
   1.5. Provide analytic reports on our social media and marketing activities-

2. Direct Marketing
   2.1. Undertake area marketing activities, liaising with a range of infrastructure and third sector organisations to promote the FSI programme of activity across the UK
   2.2. Exhibit high standard of customer services to FSI members, answering queries promptly and effectively by email or phone
   2.3. Research marketing opportunities for regional and national events.
   2.4. Collect and compile strong case studies of our members to help promote the services the FSI offers

3. Projects
   3.1. Small Charity Week: Working with the Director of Programmes and other Project Officers, be responsible for the administration of specific days/activities.
   3.2. Update and manage the Small Charity Week WordPress site
   3.3. Support promotion of the week through a range of social media channels and e-marketing – added

4. Other
   4.1. Take photographs and short films at relevant events to be used in our promotional channels
   4.2. Purchase print materials as required, ensuring we meet budget and timeframes
   4.3. Support FSI projects across the spectrum of FSI activities for small charities, including attendance at occasional evening and weekend events and potential travel across the UK
   4.4. Supporting wider FSI activities
   4.5. Deliver, support and contribute to the projects of colleagues as and when necessary to ensure the smooth operation of our activities.

5. Team Support
   5.1. Play a full and active role in the Programme Team
   5.2. Support other teams to achieve their goals through flexibility and a willingness to undertake other duties as required.
**Person Specification**

1. Experience of, or good understanding of marketing and communications.
2. Experience of using Mailchimp or a similar e-mail marketing programme to send out emails/newsletters
3. An understanding of Google and social media analytics
4. Understanding and experience of posting on social media channels
5. Experience with using WordPress or similar programme
6. Ability to understand, commit to and further the values and aims of the FSI
7. High standard of customer service
8. Excellent communications skills at all levels – written and verbal and including listening skills and the ability to share information clearly
9. Ability to create event plans, use project management techniques, organise events
10. Excellent organisational, project management and administrative skills, ability to forward plan and deliver against established plans to achieve success
11. Excellent attention to detail and time management skills
12. Highly developed interpersonal skills with the experience of forming and maintaining high level networks with a range of individuals and/or their support staff
13. The ability to negotiate with others to achieve objectives, whilst maintaining good working relationships
14. Ability to demonstrate initiative and have a creative approach to problem solving
15. Ability to work as a team in effective co-operation
16. The ability to manage conflicting situations and priorities with tight deadlines
17. A positive outlook and a flexible approach to work
18. Able to use standard computer software including Excel (preferably good knowledge), Word and PowerPoint, and a knowledge of CRMs and/or databases
19. Research and analysis skills

**FSI Values:**

The values of the FSI are empathy; respect; energy; excellence; persistence and a sense of the possible. These values guide all we do for our members, but they also guide how the FSI behaves as a responsible employer.

To ensure clear leadership we will establish a vision of the future and the team will input into the strategies to achieve the vision. We will communicate the vision through actions and words, which we hope will inspire all to overcome any challenges they face. We will celebrate, share and reflect on our successes together.

**Note**
Although the core duties are set out within the Job Description, a flexible approach to work is essential. The post-holder may be required to adapt his/her working style to take account of changes to working practice (e.g. particularly with the introduction of new technology).

The FSI works across the UK and therefore travel and overnight stays will be required in order to deliver this role effectively.

November 2019