Job Description

Job: Programme 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 Programme Officer is to support the delivery of the aims and objectives of the FSI specifically but not exclusively within the Membership & Learning function. The Programme 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 Programme Officer will work within the Membership and Learning team but will equally support projects across the organisation.

Key Relationships

The Programme Officer reports directly to the Director of Programmes the post holder will work with other Programme 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. **Learning**
   1.1. End-to-end management of discreet projects and events within the learning programme including responsibility for preparation of all necessary learning event materials.
   1.2. Venue research, identification, booking negotiation and on-going management in respect of venue capacity, services required, catering arrangements and accommodation and travel requirements

2. **Projects**
   2.1. **Small Charity Week**: Working with the Director of Marketing and other Programme Officers be responsible for the administration of specific days/activities.

3. **Administration**
   3.1. Manage the FSI administration inbox as part of general administrative duties

4. **Other**
   4.1. Support FSI projects across the spectrum of FSI activities for small charities, including attendance at occasional evening and weekend events and travel across the UK
   4.2. Supporting wider FSI activities
   4.3. Deliver, support and contribute to the projects of colleagues as and when necessary to ensure the smooth operation of our activities.
   4.4. Exhibit high standard of customer services to FSI members, answering queries promptly and effectively by email or phone

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