

**Carers  
First**



**Candidate Pack  
Project Officer**

## Welcome

### **Thank you for your interest in working for Carers First as our next Project Officer.**

This is an exciting, rewarding role and you will play a key role in supporting the planning, delivery, and evaluation of projects that help bring the Carers First Strategy to life—enabling us to reach more carers and improve the support we provide.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- Passionate about supporting unpaid carers and committed to making a positive impact
- Experienced in supporting or delivering projects, from development through to evaluation
- Skilled in engaging and working collaboratively with a wide range of stakeholders
- Confident facilitating discussions and getting the best out of groups
- Highly organised, with the ability to manage multiple priorities and meet deadlines
- An excellent communicator, able to produce clear, engaging reports and materials

An understanding of project management approaches (such as Theory of Change or change management) is desirable, but not essential.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Kelly Rust  
Chief Executive



## About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



## Our values

We are:

### **Positive**

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

### **Collaborative**

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

### **Ambitious**

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

## Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
  - Reach out to all sections of the community.
  - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

## Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.



## Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

## How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.

We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

## Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

## In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





## Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

## The role

<b>Job Title:</b>	<b>Project Officer</b>
<b>Salary range:</b>	<b>£24,454 per annum</b>
<b>Contract:</b>	<b>Fixed-term until September 2028</b>
<b>Hours:</b>	<b>37 Hours per week</b>
<b>Location:</b>	<b>Hybrid working with flexibility to work from home and travel within the areas of Carers First operations</b>

## Job Description

**Job title:** Project Officer

**Reports to:** Project Manager

**Purpose of the role:** The Project Officer will assist in planning, delivering and evaluating a range of key projects to drive forward the delivery of the Carers First Strategy, to reach and provide better support to more carers.

## Job Overview

1. Assist in the planning, delivery and evaluation of key projects to meet strategic and/or operational objectives.
2. Work alongside the Project Manager to develop and maintain effective working relationships with internal and external stakeholders.
3. Play an active part in the service delivery of Carers First projects to support the drive to take forward the charity's strategy, values, and positive work culture.

## Responsibilities and Duties

### 1. **Assist in the planning, delivery and evaluation of key projects to meet strategic and/or operational objectives.**

- Support the Project Team to identify and scope project objectives, outputs, and outcomes.
- Work in co-production with carers throughout the project lifecycle.
- Produce, maintain and update project documentation as required.
- Create materials, resources and key documents to support delivery of projects.
- Assist in delivering effective and timely project communications with project members, stakeholders and the wider staff team.
- Facilitate group discussions with carers, staff and stakeholders to ensure effective engagement.
- Support project evaluation, capturing lessons learned and assessing project outputs and outcomes.
- Produce project updates and reports.

### 2. **Work alongside the Project Manager to develop and maintain effective working relationships with internal and external stakeholders.**

- Actively work with a range of internal and external stakeholders to ensure successful engagement and delivery of projects.
- Motivate and inspire project teams and model the charity's values and positive work culture.
- Clearly convey and champion the purpose and benefits of projects with key stakeholders.
- Assist the Project Manager in the use of the Theory of Change and Change Management tools to ensure effective delivery of projects.
- Support the handover of projects to the services team to ensure projects are embedded into the whole team and can start delivering benefits to carers and Carers First.
- Working as part of the wider Innovation and Development team to support the development and delivery of the quality assurance framework.

### 3. **Play an active role in identifying and sharing with the Project Manager new potential projects, aligned to the charity's strategy.**

- Support the identification of new projects which will benefit carers, and which are aligned with the charity's strategy.
- Keep up to date with developments in social care and health, research and policy affecting carers and ensure information and insight informs new project development.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

## Person Specification

### Education

- Degree level education or equivalent relevant development/experience.
- Professional qualification in project management is desirable but not essential.

### Skills and Experience

- An understanding of the key stages of project management, theory of change and change management.
- Experience of running or contributing to projects, from development to evaluation; with an ability to identify and tackle issues early.
- Experience of facilitating groups and designing and delivering workshops, getting the best out of people to contribute to projects.
- Strong verbal and written communication skills with an ability to communicate clearly, persuasively, and succinctly with a wide range of audiences.
- Ability to deliver informative, timely and insightful reports, documents, and presentations to a wide range of audiences.
- Excellent IT literacy – proficient user of Microsoft Office tools.
- Highly organised with the ability to prioritise and to deliver high quality work to agreed deadlines.

### Personal Qualities

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative**, and able to work flexibly, whilst maintaining good work/life balance.

## Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

## How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk), and we will be happy to organise one of the Team to contact you.

## Interview process

All applications will be assessed upon receipt, and successfully shortlisted candidates will be invited interview which will be in two parts:

- A presentation delivered to the panel followed by an interview.

Interview date will either be 17 June 2026 or 25 June 2026.

## Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.



## Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

**Carers**  

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**[carersfirst.org.uk](http://carersfirst.org.uk)**

**0300 303 1555**