



POST TITLE:	Helping Hands Project Manager
HOURS:	35 hours per week
LOCATION:	Hybrid, Cheltenham office with 1-2 days per week away
SALARY:	Circa £32,586 per annum*
START DATE:	ASAP
DURATION:	Permanent

Background:

WellChild, based in Cheltenham, is the national charity for seriously ill children and their families. Through practical and emotional support, training and information, WellChild helps children and young people with complex medical needs thrive at home and in their communities.

Purpose of the role:

The Helping Hands programme provides practical support to families and communities by enlisting the support of teams of volunteers from companies across the UK to tackle one-off improvement projects in the gardens of these children & young people. Garden makeovers predominantly take 2 days to complete (usually Tuesday to Wednesday), with an occasional community project which takes a week to complete. The programme ensures that children's play spaces are accessible and safe for their individual mobility and sensory needs.

Reporting directly to the Helping Hands Programme Manager, the Project Manager is responsible for coordinating and delivering a proportion of these projects in their entirety, from application and assessment to completion as well as generally assisting & supporting the Helping Hands team as required.

Key Responsibilities:

- To work closely with the Helping Hands Programme Manager to develop the programme as required.
- To plan, implement and coordinate a number of Helping Hands projects.
- To lead, demonstrate skills and coordinate groups of corporate volunteers on projects.
- To assist the Helping Hands Programme Manager in developing and building relationships with companies, suppliers, voluntary groups etc. and maximise all partnership opportunities.
- To manage the relationship with beneficiary families whilst working on their project.
- To participate in Helping Hands Application Committee meetings.
- To input and maintain accurate and timely information on the Raiser's Edge contact management system.

Working with families:

- Contribute to the development and implementation of processes for working with families, using best practice.
- Work collaboratively with families to design and implement garden projects.

Working with families:

- Contribute to the review of all processes, procedures and documentation to ensure that the Helping Hands programme is fit for purpose and complies with best practice and legislation.
- To manage each project from inception to completion, core actions for this include:
- Completion of site visits to document scope of work, undertake risk assessment and all other considerations
- Confirming all relevant agreements with families, companies and volunteers are completed and up to date
- Organising & coordinating all practical arrangements for visits and projects including deliveries and obtaining relevant and appropriate permissions
- Sourcing donations of materials, tools, specific skills
- Liaising with families, companies and volunteers throughout the planning, project and post project phases
- Coordinating the project and working manually on site throughout
- Undertaking evaluation during the post project phase and taking appropriate action where needed

Financial management and funding:

- To prepare outline budget for direct costs relevant to each project.
- To produce any necessary financial information/reports as requested.

Networking, PR and communications:

- To become familiar with other volunteering programmes and share best practice.
- To work closely with the WellChild Communications Team to raise awareness of the overall programme via articles/ editorial in national, local and specialist media.
- To attend networking events to reach families, attract volunteers and to raise awareness of WellChild as required.
- Support the Helping Hands Programme Manager working with the WellChild Communications Team to create promotional material, information packs and other relevant literature and web content.
- To maintain accurate information relating to contacts and information on volunteers and individual families/ beneficiaries using the Customer Relationship Management system.

General duties:

- Attend and participate in internal and external meetings, training and development as required – this may sometimes involve travel away from the office and working outside of normal hours.
- Participate in WellChild projects teams as required.
- On occasion attend and participate in WellChild events – this usually involves travel away from the office and working outside normal hours.
- Take all opportunities to promote the work of the charity to continually build our network of supporters.
- Undertake other duties as may be requested by Helping Hands Programme Manager/SMT as WellChild's work develops and new needs emerge.
- Contribute to and support other areas of the organisation, particularly during times of peak workload.

This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.



Person Specification

Experience	Knowledge and Skills	General Attributes
Professional/practical DIY skills including hard landscaping to tight timescales.	Good IT Skills including Word, Excel, Outlook and Teams.	Able to attend projects outside of 'normal working hours'.
Excellent project management/ project coordination skills.	Articulate and confident with effective relationship management skills – comfortable communicating with a variety of people in different situations	Ability to take direction and work to agreed objectives.
Strong organisational skills: Can effectively prioritise and manage own workload to meet targets and tight deadlines.	Excellent attention to detail.	Positive 'can do' approach, and able to deal with a wide variety of tasks during the working day.
Able to demonstrate working with and leading a team.	Able to demonstrate strong negotiating and influencing skills.	Valid UK driving license: Able to drive a van.
Creative: Able to develop and implement new ideas.	Understanding of health and safety requirements and risk assessments. (desirable)	First aid qualification. (desirable)
	Experience using a creative design platform e.g. SketchUp. (desirable)	Empathetic and sensitive to a wide range of needs and experiences.
		Adaptable – able to think on your feet and adapt to different working environments.
		Committed and enthusiastic – able to inspire groups of volunteers and work alongside families.
		Sympathetic to the aims and values of WellChild.
		Upholds the charities values, beliefs and culture on keeping children safe and an ability to work in a way that promotes the safety and wellbeing of children and young people.
		Able to participate in events as required sometimes including weekends.