

Project Support Officer



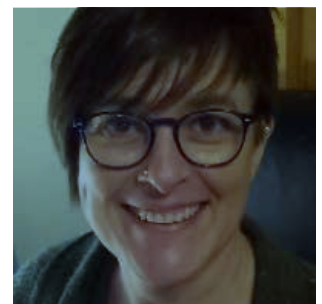
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

To successfully support the delivery of Wellbeing project(s), working closely with local Age UK partners to deliver high quality services.

What you'll do for us:

- Supporting the delivery of Wellbeing project(s).
- Co-ordinating and supporting the work delivered by local Age UKs and other delivery partners.
- Communicating with local Age UKs and internal colleagues.
- Collating and reviewing reports and data sets.
- Arranging and supporting team and project meetings.
- Working effectively with internal departments to deliver other workstreams, for example, Policy, Brand & Content, Fundraising.
- Ensuring older people have an active influence and involvement in project planning and delivery.
- Undertaking any other duties deemed appropriate by Programme and Project Manager.



“It is great to work with partner Age UK's and within the Quality and Compliance Team where we endeavour to embrace the need for quality to be at the heart of delivery.”

Bethan Hopkin
LEAD ASSESSOR

Our values



Collaborative



Impactful



Ambitious



Inclusive

Project Support Officer



Must have:

- Experience of co-ordinating activities to ensure projects and work programmes are delivered on time and on budget.
- Experience of communicating, both in writing and verbally, with a range of stakeholders.
- Ability to build and maintain relationships with internal and external partners to meet objectives.
- Experience of managing large volumes of data from multiple sources.
- Experience of managing large volumes of communications through multiple channels, including emails, Microsoft Teams, letters and phone calls.
- Experience of collating data and reports, including preparation of tables and graphs.
- Experience of data entry and analysis to a high level of accuracy and attention to detail.
- Experience of organising meetings and planning and delivering projects to agreed quality standards.
- Experience of uploading and maintaining content on intranet and internet sites is desirable.
- Confident dealing with people from different levels and backgrounds.
- Ability to work flexibly and prioritise competing deadlines and workloads.
- Excellent organisational skills and proven ability to track progress of deliverables.
- Excellent IT skills, in relation to Microsoft Packages, which should be proficient at a high level.
- Excellent oral and written communication skills including the ability to report on progress in writing and verbally.
- Proven ability to work flexibly as part of a team.
- Understanding of issues facing older people/ understanding of dementia.
- Commitment to promoting equality and valuing diversity in practice.

Great to have:

- Ideally, experience of working in charitable sector, and with older people.

Location

Hybrid - One America Square and Home based

People management

No

Division

Network Support



ageuk.org.uk

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Registered charity number 1128267. Company number 6825798.