

JOB DESCRIPTION

Role Title: Project Officer - Bright Futures

Responsible To: Programme Lead – Bright Futures

JOB PURPOSE

To keep Bright Futures organised, efficient, and connected, helping Gypsy and Traveller young people aged 15-25 move towards learning, training or work opportunities that are realistic, chosen and sustainable for them. The Project Officer manages records and systems, builds partnerships, coordinates external youth activities and the Youth Advisory Group, and covers mentee support when needed.

Many young people we work with have faced exclusion and discrimination in mainstream systems, and are often not in education, employment or training (NEET). This context shapes the role - the outreach, partnerships, systems, processes, and communications that keep the programme accessible and responsive to young people who may be hesitant to engage with formal support.

RESPONSIBILITIES & TASKS

Admin and Coordination

- Manage project administration, including record keeping, database and shared drive updates, and maintaining accurate, up-to-date systems
- Capture participant feedback and contribute data, case studies, quotes, photos and videos, to help with programme monitoring and reporting to funders
- Set up and coordinate a Youth Advisory Group, giving young people a structured way to help shape how the programme runs and their own professional development
- Coordinate external workshops and group sessions – booking venues, making arrangements, and connecting with facilitators and partners
- Support the team with day-to-day scheduling and coordination
- Step in to support mentoring or group sessions when needed

Outreach, Partnerships, and Communication

- Coordinate outreach activity to reach young people, families and community contacts, including community visits and events, to generate enrolments into the programme
- Support the growth of our network of referrals and partnerships with colleges, employers, training providers and community organisations
- Coordinate enrolment by making sure young people and families have clear, accessible information about the programme
- Manage communications with young people, families and partners, including regular programme and youth updates, social media, and event promotion
- Act as point of contact for young people and families, partners and referral sources

Other Responsibilities

- Support programme safeguarding, follow policies and procedures at all times, and raise concerns without delay
- Work flexibly as part of a small team, prioritising work within available resources and adjusting to changing programme needs
- Take part in supervision, team meetings, and training

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Strong organisation and admin skills, able to manage multiple priorities effectively
- Confident using digital tools and databases (like CRM systems, spreadsheets, documents, email, calendars, PowerPoint)
- Confident communicator (written and verbal) across different people and formats, including social media, promotional content and written reports
- Experience of outreach, community engagement or building partnerships
- Ability to build and maintain positive working relationships with a wide range of external organisations and individuals, such as colleges, employers, training providers or social services
- Skilled at building trusting relationships with young people, families and community members
- Understanding of the barriers faced by marginalised young people and the impact of exclusion
- Commitment to equality and challenging discrimination, and to advocating for and on behalf of underserved young people
- Organised and able to manage your own workload and deadlines, and able to work flexibly as part of a small team and independently
- A commitment to equality, respect, safeguarding and culturally aware way of working

Desirable

- Experience of working with the Gypsy and Traveller communities
- Experience in youth work or advice and guidance contexts
- Qualification in project or office admin (or willingness to undertake training)
- Safeguarding training or experience

This JD cannot cover every task that may come up. You may be asked to take on other duties in line with the role, and as reasonably required by your line manager. Responsibilities may be reviewed as the organisation and programme needs change, and to support your ongoing learning and development.