

**CARERS  
TRUST**



**Programme Officer,  
Carer Poverty Alleviation  
Recruitment Pack**

# Programme Officer, Carer Poverty Alleviation Programmes, Policy and Impact

**Contract:** Fixed term until 31 March 2026 (with possibility to extend)

**Hours:** 35 hours a week, flexible work options available

**Salary:** £30,000 - £35,000

**Location:** Hybrid anchored to either London/Cardiff/Glasgow Carers Trust office 1-2 days a week. Flexibility to work from other Carers Trust's offices around the UK when needed.

## Why this role is pivotal to Carers Trust

The Programme Officer is a crucial role, coordinating and contributing to the overall management of the Carers Poverty Alleviation Programme. The postholder will act as a central liaison point for internal and external stakeholders, including programme partners, unpaid carers, consultation group members and teams across Carers Trust.

The postholder will play a pivotal role within a cross organisational team to support the application of programme management processes ensuring effective governance of funding awards, delivery of appropriate local support for carers and measurement of demonstrable impact and progress towards the programme's theory of change.

The post holder will produce engaging and impactful reports on programme activity and learning, disseminating information to increase knowledge and understanding of the challenges and experiences of unpaid carers' affected by fuel and wider poverty issues.

## In this role you will



- Be a central and focal advocate for stakeholders who engage with the programme, from Carer Poverty Alleviation Team members, wider Carers Trust colleagues and external partners.
- Coordinate a Carer Poverty Alleviation Programme Partner learning framework, committed to sharing practice in the delivery of high quality support for unpaid carers across the UK.
- Contribute to the UK Programmes Team in achieving its objectives, making sure current data and evidence informs team plans and overall Carers Trust strategy.
- Undertake a range of programme and grant making activities to support and drive the ambitions outlined within Carers Trust's strategy.

## Our ideal candidate



- Knowledge, understanding and empathy towards the needs of unpaid carers.
- Experience of coordinating programme management processes and systems.
- Experience of working with and explaining monitoring and impact measurement processes.
- Excellent financial literacy skills, including the ability to review detailed budgets and financial reports.
- Ability to analyse programme performance via review of qualitative and quantitative data and recommend appropriate courses of action.
- Clear and concise communicator, both verbally and in writing, who is able to adapt information for varying audiences.
- Experience of using various communication tools (e.g. writing user guidance, social media posts, blogs and articles).
- Experience of report writing to share programme information to internal and external stakeholders (e.g. funders, steering groups, beneficiary committees).
- Experience of managing relationships with broad range of partners.
- Experience of working collaboratively in an open programme culture which encourages knowledge sharing and learning.
- Understanding and commitment to equality, diversity and inclusion.
- Ability to work to own initiative and effectively manage a workload with multiple streams.
- Excellent administrative skills including experience of Microsoft Office 365 (Excel, Teams, Outlook).

## Main responsibilities (not an exhaustive list)



### **Programme Coordination**

- Provide timely information to support the overall management of the Carer Poverty Alleviation Programme budget, target dashboards, reporting and funding bids.
- Act as a first point of contact for queries relating to Carers Poverty Alleviation Programme.
- Coordinate stakeholder involvement activities (e.g. learning, information sharing, communities of practice etc.) to support the development of programme management practice.
- Develop clear, visually engaging communication materials sharing information on areas of replicable practice and impact in supporting unpaid carers, including funder reports, web and social media updates and presentations.
- Maintain and develop internal and external online stakeholder engagement tools to share Programme activities and processes.
- Collaborate with stakeholders to identify and address potential areas for improvement in programme monitoring and evaluation.

### **Impact and Learning**

- Analysis and presentation of quantitative and qualitative impact data, measuring the difference that interventions and support make for unpaid carers.
- Ensuring reports and insights are communicated to stakeholders in a way that demonstrates and drives impact.
- Work closely with the Social Impact colleagues to review and analyse quarterly programme reach Key Performance Indicators (KPI) figures.
- Collaborate with wider Carer Poverty Alleviation Team to collate quarterly and annual reporting of overall programme impact to funders and other stakeholders.
- Working with the wider Carer Poverty Alleviation Team, contribute to the development, implementation and continuous improvement of Carers Trust's monitoring, reporting and evaluation processes.

### **Additional responsibilities**

- Provide support to wider Carers Poverty Alleviation activities including taking action notes of key meetings and coordination of follow up actions at Programme governance groups.
- Contribute to the development, implementation and continuous improvement of equality, diversity and inclusion principles across all aspects of programme delivery.
- Work collaboratively across Carers Trust, sharing ideas, experiences and expertise to support collective problem solving and consistent programme management practices.
- To undertake any other duties that may be considered commensurate with the level of the post.

## How to apply

Please apply by uploading your CV and supporting statement via the Carers Trust website as instructed.

For an informal conversation about the role please contact [recruitment@carers.org](mailto:recruitment@carers.org).

**Application deadline:** Friday 14th June

**Expected interview date:** End of June/ start of July

