



**CARERS
TRUST**

**Programme Officer
- Carers Support
Fund Wales
Recruitment Pack**

Programme Officer - Carers Support Fund

Wales Team

Contract: Fixed term to 31st March 2025 (with possibility of extension)

Hours: 35 hours a week, Monday- Friday, 9am-5pm (pro-rata 28 hours)

Salary: £29,500 - £33,550 FTE depending on experience (pro-rata for 0.8)

Location: Anchored to the Cardiff office, flexibility to work from home up to 4 days a week

Why this role is pivotal to Carers Trust

By March 2025, Carers Support Fund Wales (22-25) will have created immediate and sustainable services to reduce the effects and impact of financial hardship for 15,000 unpaid carers across every Local Authority Area across Wales. This will be achieved through the development of partnerships with a broad range of stakeholders engaged in the delivery of support for unpaid carers and their families. Working together, the programme will deliver locally defined, appropriate support services to carers across Wales who are experiencing financial hardship due to the cost of living situation and the ongoing impact of the Covid-19 pandemic.

The Programme Officer is a crucial role, coordinating and contributing to the overall management of the Carers Support Fund Wales. The postholder will act as a central liaison point for internal and external stakeholders, including programme partners in receipt of funding. The postholder will take the lead within a cross organisational team to apply programme management processes ensuring effective governance of funding awards, delivery of appropriate local support for carers across Wales and measurement of demonstrable impact and progress towards programme aim and outcomes.

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' across Wales.

The postholder will work closely with the Programme Officer (Amser) Short Breaks Scheme Wales, sharing information and learning to enhance the smooth delivery of both programmes.

In this role you will



- Maintain a Carers Support Fund learning network, committed to sharing practice to deliver high quality support for carers across Wales.
- Achieve positive and demonstrable outcomes for carers receiving and shaping programme support.
- Demonstrate progress towards delivering programme aim and outcomes.
- Influence future delivery and funding of carers support across Wales and the UK.

Our ideal candidate



- Knowledge, understanding and empathy towards the needs of unpaid carers.
- Experience of delivering programmes and working with and explaining monitoring and evaluation processes
- Ability to analyse programme performance via review of programme reports and monitoring information and recommend appropriate courses of action.
- Excellent financial literacy skills, including the ability to review detailed budgets and financial reports.
- 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).
- 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 working at pace with a broad range of multiple stakeholders including Statutory and Third Sector organisations to deliver clear business objectives.
- Experience of working collaboratively in an open programme culture which encourages knowledge sharing and learning.
- Understanding and commitment to equality, diversity and inclusion.
- Demonstrable understanding of the voluntary sector and health and social care landscape in Wales is desirable.
- Ability to communicate effectively in both English and Welsh is also desirable.

Main responsibilities (not an exhaustive list)



- Provide ongoing grant management support to Carers Support Fund Wales funded organisations including the quarterly review of operational, financial and impact monitoring information and conducting monitoring visits.
- Act as the first point of contact for queries relating to Carers Support Fund Wales grant and programme funding opportunities.
- Lead Carer Support Fund Wales programme management meetings with programme partners, ensuring adherence and engagement to programme aim and outcomes, required governance, financial and delivery processes.
- Facilitate capacity building, learning and information sharing and peer network sessions across the Carers Support Fund Wales programme.
- Develop and maintain systems to collate, review and share quarterly programme information using a range of communication methods including funder reports, web and social media updates and presentations.
- Develop and implement processes for timely monitoring and reporting, to funders and internal governance structures.
- Contribute to the management of the overall Carers Support Fund Wales programme budget.
- Contribute to the development of a Programme Impact Dashboard, outlining carer reach, impact measures and wider stakeholder engagement.
- Communicate the relevant milestones around Carers Support Fund Wales in an engaging and supportive way to Carers Trust, Third Sector and Statutory Sector colleagues across Wales.
- Provide support to the wider Wales team and wider directorates and teams in communicating information and data around the implementation of Carers Support Fund including providing updates to Carers Trust Programme Steering Group.
- Contribute to the development, implementation and continuous improvement of equality, diversity and inclusion principles across all aspects of the programme.
- Maintain an awareness of carer, funding and health and social care landscape across Wales to ensure this is reflected in programme delivery and recommended adaptations.
- Work collaboratively across Carers Trust, sharing ideas, experiences and expertise to support collective problem solving and consistent programme management practices.

The role will include regular travel and meetings held across Wales in locations where programme partners are operating and/or propose to operate. Occasional travel across UK for relevant Carers Trust meetings may also be required.

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: Kate Cubbage, Director of Wales wales@carers.org

Application deadline: 9am 15th April 2024

Expected interview date: Monday 22nd April or Friday 26th April 2024

