

Job description

Job Title:	Project Officer
Location:	Remote in the UK (homebased) with occasional travel within Cornwall (Based in England Wales or Northern Ireland)
Managed by:	Senior Service Delivery Lead
Hours:	17.5 hours per week
Contract:	Part Time fixed term, 12 months.
Salary:	FTE: £24,150.00 (pro rata: £12,075.00) per annum

Job purpose

At Cruse, our strategy, sets out our charity's plans to grow our income and build on our expertise and unique position in the sector. We provide expert bereavement and grief information and support, and our charity has been supporting people for over 65 years. We support adults, children and young people across England, Wales and Northern Ireland, through our national services, over 80 local branches and online information about grief and bereavement. Every role serves as an ambassador for our mission, championing the charity and inspiring others to support and engage with our fundraising efforts

The Project Officer will be responsible for the day-to-day delivery of our funded Bereavement Services providing accessible, empathetic and effective support for bereaved people. The Project Officer will work collaboratively as part of the local and regional volunteer and staff team.

About you

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Key responsibilities

Service Delivery

- Ensure bereaved people receive good quality, timely, and appropriate support
- Ensure services are delivered in line with the Cruse client pathway, and policies and procedures
- Collect, monitor, and maintain accurate service data (including demographic and wellbeing outcomes).

We help people through one of the most painful times in life
– with bereavement support, information and campaigning.

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- Organise and actively support the delivery of drop-in / specialist support sessions.
- Act as a point of contact for providers, community hubs, and internal teams.
- Collaborate with other organisations delivering mental health, drug and alcohol, primary care and other services to ensure people receive the most appropriate and timely support
- Manage waiting lists and client activity
- Complete necessary administrative tasks using Cruse's CRM and secure IT systems
- Respond sensitively to client referrals, undertaking initial triage, assessment and Signposting.
- Coordinate the allocation of volunteer support
- Ensure prompt responses to safeguarding issues and complaints, adhering to Cruse policies and procedures
- Ensure service provision promotes Equality, Diversity and Inclusion

Volunteer Engagement

- Support the ongoing needs of volunteers, including local inductions
- Communicate effectively with volunteers, helping to share and embed policies and procedures
- Ensure that all volunteer engagement supports and promotes Equality, Diversity and Inclusion

Team & Stakeholder Engagement

- Work closely with the Regional and Local team to deliver the service in line with contractual specifications
- Deliver presentations to a range of stakeholders to promote the work of Cruse and engage constructively with local partnerships and referral networks
- Establish/maintain links with organisations to support the development of Regional Services
- We may ask you to undertake other tasks in line with your level of responsibility.

Person specification

The following outlines the qualities, skills, and experience we seek in the successful candidate. As you prepare your application, we encourage you to provide clear, well-evidenced examples demonstrating how you meet the criteria. This will allow us to assess your suitability for the role effectively.

Essential	Desirable
Qualifications & Experience	
Educated to NVQ level 4 or equivalent job-related experience	A counselling qualification or similar would be advantageous
Service Delivery - experience assessing and supporting bereaved people and supporting them through a client pathway.	
Volunteer management – proven experience of working with volunteers to help deliver remote and community-based services.	
Project Delivery – experience monitoring and reporting on the services required by the project within the given deadlines.	
Keys Skills and Expertise	
Communication Skills – Strong relationship building and management skills and ability to work effectively across the organisation such as supporters, volunteers, suppliers and fellow cruse employees.	Ability to use outcome tools and evaluation methods.
Competent IT Skills – ability to work within the Microsoft office 365 suite along with event management, registration and fundraising platforms	
GDPR & Data Protection – knowledge and understanding of the key principles and requirements of data protection and ability to implement them into working practices	
Safeguarding – Understanding and commitment to Cruse’s safeguarding policy and procedure	

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Key Competencies & Attributes	
EDI commitment – Demonstrates a deep understanding and dedication to equality, diversity, and inclusion within the workplace.	Ability to function well in an environment where bereavement issues are constantly under discussion
Self-motivation, autonomy & team player – Works independently while responding to evolving priorities with agility and will actively contribute to a cohesive and motivated workplace culture.	Working in the charity sector with a passion for the cause.
Ambassadorship - Every role serves as an ambassador for our mission, championing the charity and inspiring others to support and engage with our fundraising efforts	
Values-driven approach – Consistently demonstrates behaviours aligned with organisational values.	