

## Project Support Officer (part-time)

<b>Job Title</b>	Project Support Officer
<b>Line Manager</b>	Partnerships Manager
<b>Salary</b>	£24,900 - £27,200 (£14,940 - £16,500 actual based on 22.5 hours per week)
<b>Contract</b>	Fixed term (ending 30 April 2025)
<b>Hours</b>	22.5 (0.6 FTE)
<b>Location</b>	<p>Remote working with regular travel to London to support in person events.</p> <p>We have access to hot desking opportunities in London and Manchester a few days a month.</p> <p>Brightside meet in-person five times a year as a whole team. Smaller team meetings may take place in-person throughout the year.</p> <p>The role may require additional travel.</p>

### About Brightside

Brightside is on a mission to help young people make confident and informed decisions about their future. For over [20 years](#), we've used technology to connect young people facing barriers with inspiring mentors. We deliver online mentoring programmes in collaboration with schools, universities, businesses and charities to provide young people with access to networks, online career information and high-quality mentoring. Read our latest impact report [here](#).

### Role overview

The Project Support Officer will support our Programmes Team with activity related to project delivery while members of the team are on maternity leave. The postholder will be

responsible for completing a variety of project delivery tasks that support the smooth running of our online mentoring. These tasks include administrative support through our online mentoring platform, data entry and data monitoring, training our volunteers to be mentors and inducting young people onto our programmes.

## **Key responsibilities**

- Administrative support for our projects, including:
  - Supporting the programmes team to book regular meetings with partners
  - Monitoring a centralised support inbox for our partners
  - Monitoring a centralised support inbox for our mentors and mentees
  - Writing emails and other communications to our project users
  - Monitoring and reporting on mentee and mentor engagement on our projects
  - Moderating user messages and user profiles
  - Conducting safety spot checks on recorded video calls
  - Data entry on Salesforce related to our projects and users
  - Data entry on project and task progress on Monday.com
  - Setting up zoom calls for training sessions and managing registrations
  - Inviting mentees and mentors to the mentoring platform, monitoring progress, and producing reports for partners
- Delivering mentor training sessions
- Delivering and supporting delivery of mentee induction sessions and other activity for young people
- Taking notes during meetings and monitoring actions
- Supporting our quality assurance processes by testing our projects and proofreading our materials
- Other administrative tasks that may be reasonably required

## **Team working**

- You will be line managed by the Partnerships Manager
- You will work closely with the programmes team and provide ad-hoc support as necessary in line with your responsibilities

## **Essential criteria**

### **To be successful in this role, you should:**

- Be strongly aligned with our mission
- Embrace Brightside's values and contribute to a positive staff culture
- Understand the challenges faced by young people in education and careers
- Be competent with Microsoft office, including Outlook, PowerPoint and Excel
- Have excellent organisation and prioritisation skills
- Have excellent time management skills
- Possess excellent communication and presentation skills

- Be motivated to deliver high-quality work
- Have great attention to detail
- Be willing to learn how to use new technologies and tools

## Desirable criteria

We are especially interested in candidates who:

- Have experience using Salesforce or other CRM software
- Have experience of project management, or are interested in a career in project management
- Have experience of delivering training to young people

**A DBS check at the enhanced level will be required for successful applicants**

## Your development

You will be supported and challenged in this role. All staff can get involved in activities across the organisation. We are committed to the learning and development of staff and your line manager will work with you to create a personal development plan to support your growth and career progression.

We're committed to promoting a diverse and inclusive community where everyone can be themselves and succeed in the workplace and beyond. Our culture is inclusive and supportive to staff from all backgrounds, and we provide flexible policies to cater for the differing needs of all staff.

## Salary and benefits

**Salary:** £24,900 - £27,200 (£14,940 - £16,500 actual based on 22.5 hours per week)

**Contract:** Fixed term (ending 30 April 2025)

**Hours of work:** 22.5 hours per week, ideally Tuesday-Thursday (but we are open to other arrangements)

**Holiday allowance:** 25 days (pro-rata for part-time staff depending on join date)

**Other benefits include:** Three additional leave days over Christmas, three days volunteering leave, employer pension contributions, flexible working hours, regular staff socials, a tenancy deposit loan scheme, up to one month 'work from anywhere' policy and the option of buying up to five additional days of annual leave

## Application instructions

Submit a **one-page** cover letter, outlining how you meet the essential criteria for the role, and your CV through **CharityJob** by 8:59am on **Monday 10 June**.

**Applications without a cover letter will not be considered**

Successful applicants will be contacted from the 12 June and invited to complete a short task due on the 16 June.

Interviews will then take place on the week commencing 17 June.

**Brightside will be conducting a blind recruitment process where names and gender-identifying features will be removed from the applications before being reviewed by the hiring manager for shortlisting.**