

Project Support Officer



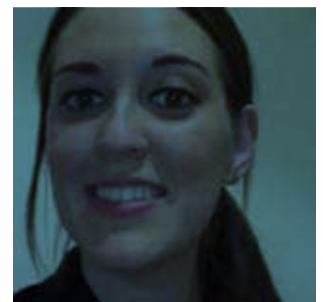
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

This is an exciting opportunity for a Project Support Officer to join our Wellbeing team and work across a variety of projects aimed at improving older people's physical and mental wellbeing.

Working closely with Age UK's Network of 120+ local and independent Age UK partners, this role will support the delivery of projects across their life cycle, ranging from the implementation of funder-led reporting requirements to liaising with partners on the impact the project has had on their beneficiaries. Initially, this role will be particularly focussed on our long-standing Warm Homes Programme, aimed at supporting older people affected by fuel poverty and cold homes. The focus of the role may change according to the needs of the department and the needs of older people in the future.

The successful candidate would enjoy working in a fast-paced environment and will demonstrate exceptional organisational skills to ensure the successful delivery of this project. The post-holder will need to work effectively with our other internal departments, local Age



“I really enjoy working for Age UK and my colleagues make it a fantastic place to work. I feel heard, valued and included within the team which enables us all to share ideas to contribute towards helping older people”.

Jemma Maze
PROJECT SUPPORT OFFICER

Our values

- Collaborative
- Impactful
- Ambitious
- Inclusive

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UKs and delivery partners. Therefore, proficient organisational and communication skills are a must. There will be opportunity to develop knowledge and skills, and progress within the team if desired.

What you'll do for us:

- Support the Project Manager with delivery of Wellbeing projects by developing and implementing robust project plans and monitoring progress.
- Manage communications from across the local partner network.
- Collate and analyse data from brand partners, and escalate issues as necessary.
- Coordinate production and dissemination of project related resources and materials.
- Perform any other tasks appropriate to the grade of the post, as requested by the programme team.

Must have:

- Excellent organisational skills and proven ability to track progress of deliverables.
- Ability to plan and prioritise own workload to meet deadlines.
- Proficiency in Microsoft Office, including advanced Excel, and experience using Power Query and Power BI.
- Excellent oral and written communication skills.
- Experience of presenting data and reports, including preparation of tables and graphs.
- Experience of data entry to a high level of accuracy and attention to detail.
- Experience of organising meetings.
- Confident dealing with people from different levels and backgrounds.
- Ability to build and maintain relationships with internal and external partners in order to meet objectives.

Great to have:

- Keen understanding of issues facing older people.
- Experience of working in the charity sector.

Location

Hybrid and flexible working between home and our London office

People management

No

Division

Network Support



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

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Any other details:

- Fixed-term contract (1 Jan - 31 Dec 2025)
- Requirement to occasionally travel to local Age UK Partners across the country, sometimes involving overnight stays.

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