

Job Title	Rose Voucher Project Officer
Salary	17,256 pro rata (28,760 FTE)
Hours	21 hours per week over 3 working days
Location	London Borough of Southwark
Start Date	On receipt of satisfactory references and DBS

Purpose of Job:

- To work alongside the Southwark Rose Voucher Project Lead to forward the development of the Rose Voucher Project in Southwark.
- To lead Rose Voucher registrations and distributions at 1st Place and Victory Family Hubs.
- To coordinate and support ongoing monitoring and evaluation of the Rose Voucher Project.
- To support other Rose Voucher distribution centres to ensure consistency of project delivery.

Key accountabilities

1	To support the administration of the Southwark Rose Voucher Project.
2	To track families, coordinate and support ongoing monitoring and evaluation of the Rose Voucher Project.
3	To lead Rose Voucher registrations and distributions at 1 st Place and Victory Family Hubs.
4	To support other Rose Voucher distribution centres to ensure consistency of project delivery.
5	Ensure newly registered families are aware of the Family Hub and encouraged to take advantage of the services available to them.

Key relationships

Reports to	Southwark Rose Voucher Project Lead
Direct reports	N/A
Indirect reports	Rose Voucher volunteers
Key external stakeholders	Alexandra Rose Charity

Credentials/Capability

(Minimum qualification required/Knowledge/experience required beyond minimum qualification/Other key factors)

1	Minimum of Level 3 or equivalent qualifications, and relevant vocational experience
2	Excellent computer skills, including proven experience of database systems
3	Experience of working with families with differing levels of need and signposting accordingly
4	Experience of working with a range of agencies and professionals at different levels
5	Experience working with volunteers in a community setting
6	Excellent interpersonal, written and verbal communication skills
7	Strong record keeping skills, with an understanding of the importance of keeping accurate and appropriate records in line with General Data Protection Regulation (GDPR) and Safeguarding requirements
8	Awareness and understanding of Equity, Diversity and Inclusion and a genuine commitment to anti-oppressive, inclusive practice
9	The ability and willingness to work flexibly and be responsive to new systems, change and ideas

Illustrative challenges

(Concise examples of the type of problems that the role has to address on a recurring basis – i.e. a normal part of the job, not a one-off or exceptional situation)

1	Busy environment with extensive contact with volunteers and families
2	Demands of working to external deadlines
3	Supporting services across multiple sites
4	Managing demands of a range of beneficiaries with a range of needs
5	Ability to plan workload to meet deadlines whilst remaining flexible to undertake urgent tasks as required

Decisions made

(Concise examples of the type of decisions that the role has to make. Ensure that these are decisions that are made by this role without having to seek input/approval from the manager.)

1	General liaison with Family Hub partners, Alexandra Rose Charity and colleagues on programme changes, resources and/or data requirements
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Dimensions

(Provide practical or operational measures that explain the scope of the role's impact within the organisation.)

1	Day-to-day monitoring, management and implementation of distributions and data collection
2	Supporting volunteers during service delivery
3	Supporting engagement of families in the project and Family Hub wider services
4	High level of accurate data requirements to ensure compliance for commissioning partner

Approvals

Job holder		Date	
Manager		Date	

General

- To comply with all 1st Place policies and procedures at all times