

Job Description



Job Title:	Project Officer	Job Level:	1B	Job Ref:	271
Directorate:	UK Operations	Region:		London	
Reports to:	Operations Leader	Directly Responsible for:		South London Corporate Volunteering Projects Volunteer Officers and Key Volunteers	
Location:	Based at TCV’s Croydon office				

Department Purpose

- TCV's Operations Team connects people together to protect and restore nature, delivering lasting benefits for both.

Role Overview

- A Project Officer is responsible for operational delivery of a programme of TCV projects, requiring good organisational and people skills, and relevant knowledge and experience.
- The role supports delivery of projects that engage corporate volunteers to protect and restore local environments for the benefit of nature and local communities' health and wellbeing across south London. Corporate volunteers directly benefit from time spent being active outdoors while the benefit of their volunteering is felt by nature and local communities. Corporate volunteers' efforts often support or act as a catalyst for community engagement in green spaces, thereby amplifying the positive impact.
- TCV delivers bespoke corporate volunteering across London and is seeking a Project Officer to lead projects in Croydon and Lambeth, with scope to expand across south London.

You'll plan and run practical volunteering days, liaise with councils, community groups and charities, and handle all related admin from risk assessments to post-event reporting. Working with an Operations Leader and two other Project Officers, you'll balance independent working with strong teamwork.

Based in our Croydon office (with some home working), you'll receive full training in project leadership, risk assessment, safeguarding and first aid.

Key Role Responsibilities

Resource Management and Financial Responsibilities

Project – the Project Officer:

- Is responsible for the successful, safe delivery of the corporate volunteering project in existing areas of south London, with a view to developing new business elsewhere in the area.
- Will not have formal budgetary responsibility but is expected to support TCV's financial position through careful cost management of projects, ensuring work is carried out in an effective and efficient manner.
- Has no formal requirement for income generation responsibility in this role but will be expected to alert line management to potential new local opportunities identified. This may include providing support with funding bids/taking forward income generating ideas at a local level.
- It is expected that you deliver projects to a high standard, contribute ideas based on your experience and be a good ambassador for TCV – all of which contribute positively to the charity's income.
- You are required to report and/or address issues arising as appropriate in line with the guidance provided.

People – the Project Officer:

- Will lead and coordinate the work of volunteers and may manage Volunteer Officers and Key Volunteers.
- May be required to co-ordinate the workload of Sessional staff to ensure project objectives are met.

Property – the Project Officer:

- You will be responsible for the safe use and ongoing maintenance of a broad range of tools, equipment and materials relevant to the project being delivered. This is likely to include IT equipment, vehicles, premises, PPE and uniforms.

Working Relationships and Communication	
You will: • Provide volunteers with support, guidance and on the job training to for the projects on which you are working. • Manage Volunteer Officers and Key Volunteers, where appropriate including the provision and/or arrangement of relevant training to best meet TCV and project requirements. • Work collaboratively with colleagues across your TCV team and wider functions. • You will support TCV's Volunteer Programme through identifying opportunities for volunteers, supporting recruitment and providing a high-quality volunteering experience for people working with you on your assigned project to make sure they have a positive experience through their involvement with TCV.	You will: • Have regular interactions with a range of other people and groups depending on the nature of your project. This might include the general public, partners, funders, suppliers, and contractors. • Promote the work of TCV and your project with the local community to ensure relevant engagement and continuity of the programme of work. • Represent TCV at community or partner meetings and public events relating to your project, sharing relevant information and ensuring project objectives are met.
Autonomy, Complexity and Risk	
• You will work within TCV's established policies and procedures, applying these to best meet particular project requirements. • You are expected to escalate issues to your line manager where changes need to be made, or decisions taken which are outside of policy, or might have broader or longer-term impact beyond your project. • You are responsible for adhering to risk assessments, safety, and safeguarding in line with the relevant policy for your project. • You are also responsible for ensuring that all project objectives are met, including funder-related requirements, with the support of your leader.	
Planning and Reporting	
• You are responsible for planning and implementing project delivery to meet the agreed objectives and deadlines for your assigned project. • This includes the collection and provision of timely and accurate information about the project to be used for internal and external reporting. • As well as completing task reports, this might include the production of surveys, quotes, and photos. • You will need to use TCV data systems to record information about all aspects of the project, including volunteers, to enable the success of your project to be monitored.	
Additional Responsibilities	
• Your focus is on delivery of your project, but you might be asked by your line manager to carry out some other activities as appropriate to the level and nature of your post. • Additional activity might involve contributing to support the smooth running of TCV's operational delivery in line with overall local, regional and TCV wide strategy and plans. • You are required to adhere to TCV policies and procedures, including Health and Safety, GDPR, and Safeguarding at all times.	
TCV Values and Behavioural Framework	
Our Values: • Make stuff better. • Make a positive environmental impact. • Crack on and muck in. • Make a difference. • Be the best that we can be.	How we demonstrate our values through our day-to-day work is outlined in our supporting behavioural framework. This framework forms part of our annual performance and development review (APDR) process
Regulatory Requirements (delete as applicable)	
Criminal Record Check and Self Disclosure - Basic level	• Full UK Driving Licence held for a minimum of twelve months - car and small van
	• First Aid at Work Certificate - (or willingness to do the training)

Person Specification

	Essential	Desirable
Education / Qualifications		
A good general standard of education, typically including GCSEs passes in English and Maths or equivalent or equivalent relevant experience.	X	
NVQ Level 3 or equivalent qualification or equivalent relevant experience.		X
Any additional qualification of particular relevance to local project delivery.		X
Experience		
Experience and/or a keen interest in TCV's core objectives of conservation and/or health & wellbeing.	X	
Working with volunteers, ideally in a coordination capacity.		X
Prior experience in a similar role.		X
Planning and implementing practical projects or services.	X	
Previous experience in a relevant not-for-profit / funded organisation.		X
Knowledge, Skills and Abilities		
Ability to plan and coordinate the work of others to ensure project objectives are met.	X	
Ability to oversee the safe use of a range of project-related tools and equipment.	X	
Ability to effectively follow, and support others in following, policies and procedures.	X	
Ability to collect a range of relevant information for project reporting and monitoring using IT and other relevant systems.	X	
Personal Characteristics		
An effective communicator - including supporting and advising a team of volunteers.	X	
An organised approach.	X	
A keen interest in the objectives of TCV and our overall objectives.	X	