

# Job Description



Job Title:	Project Officer	Job Level:	1B	Job Ref:	269
Directorate:	UK Operations	Region:		North	
Reports to:	Health and Wellbeing Team Leader	Directly Responsible for:		Health & Wellbeing activity, Volunteer Officers and Key Volunteers	
Location:	Hollybush Conservation Centre				

## 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 improve people's health and wellbeing through nature connection.
- **This role delivers in person group sessions and one-to-one support on behalf of the Health and Wellbeing project. The role will deliver sessions supporting travel confidence using public transport, facilitate Active Travel sessions in walking, wheeling and cycling and carrying out trauma informed one-to-one support sessions for people accessing TCVs programme of nature-based activities across Leeds. The role will be directly supported by the Senior Project Officer leading on the projects, and the Team Leader. Group sessions will be carried out alongside a second member of staff and with the support of Volunteer Officers and Key Volunteers. There is scope for the role to include support on the delivery of other sessions and activities delivered by the Health and Wellbeing team, either within the listed hours, or with the option of opting to work additional hours in weeks where this is available. Occasional work may be required outside core working hours, in response to the operational needs of TCV, Hollybush and the project funders.**
- This role focusses on accessibility to our wider programme of delivery, and will involve working closely with a diverse audience of people, including people with disabilities, people experiencing complex mental health challenges, with neurodivergent conditions and other barriers to inclusion in services and activities.
- This Project Officer will be confident in supporting people in a group or one-to-one introductory sessions, carried out in line with TCV policies. The Project Officer will promote and advocate for people to gain confidence to use different modes of transport, including public transport and Active Travel. Public transport and walking activities will be led directly by the team members, while we will work with partner organisation to deliver specialist cycling and wheeling activity, however the Project Officer will need to be able to plan, promote and support volunteer participation in all elements of this work.
- The Project Officer role includes management of volunteers. The Project Officer will be supported to take responsibility for inducting volunteers and the recruitment and line management of Volunteer Officers and Key Volunteers to support in the delivery of the projects. This will include adhering to the relevant TCV systems and record keeping. To effectively support people to access TCV sessions, the Project Officer will have to have a good understanding of the value of volunteering and the unique challenges involved in safely delivering sessions using tools in an outdoor setting.
- The Project Officer will work with the Senior Project Officer to schedule blocks of sessions to develop travel confidence, promoting and delivering these sessions in line with TCV and funder requirements. This will require attention to detail, but also an ability to adapt to the unpredictability of running a group session in an outdoor setting, as well as responding to the needs of the group. Coproduction principles will be followed where possible.
- The role will involve considering the needs of all beneficiaries in the projects. This will require the Project Officer to be confident communicating with different audiences, including partner organisations, registered participants and prospective participants and referring organisations. The Project Officer will be confident in challenging behaviour, upholding TCV values and maintaining professional boundaries.
- The project will need to be confident enough in navigating digital and tools for using travel, supporting participants in using them, including supporting people with a range of literacy levels.
- This role will develop our person-centred processes, developing our trauma informed approach and with a high standard of safeguarding awareness.
- The Project Officer will work alongside a Senior Project Officer who will lead on volunteer wellbeing, and be required to act in a supporting role for situations such as safeguarding, mental health support or health and

safety related incidents. The Project Officer in this role should expect for these situations, which can be challenging, to be part of the role. Support will be available within the team, from the Team Leader and via the TCV Employee support package.

- The Project Officer will be responsible for the upkeep of resources for the project, including the Active Travel Hub lending library. Part of this will include promoting accessibility in our work, including planning and developing areas of site relating to the project to consider all forms of accessibility. The Project Officer will work with the team to develop our tools, resources and storage to be accessible for staff and volunteers, ideally including having or being willing to learn some basic woodwork.
- This role will be responsible for identifying the resources needed to deliver these sessions and maintain the spaces that they use and work with the Senior Project Officer and Team Leader to source what is required, including some purchasing via our requisitions system.
- The Project Officer will be required to deliver face to face sessions at Hollybush in Kirkstall and regular travel with groups from Hollybush via different modes of public transport to locations across Leeds. There is no requirement to drive a TCV van for this role. Although the post holder will be required to promote cycling and adaptive cycle options, there is no requirement to ride a bicycle within the role. If you have any questions relating to this role, including around accessibility, please contact us to discuss them with the Team Leader.

This is a rewarding role, delivering a developing area of our work that has a very real impact on people's health and wellbeing. The project will be delivered as part of our grant funded work, with the generous support of the National Lottery Community Foundation, West Yorkshire Combined Authority, Forum Central, Leeds Older People's Forum and Motability. These funders are subject to change.

## Key Role Responsibilities

### Resource Management and Financial Responsibilities

#### Project – the Project Officer:

- Is responsible for the successful, safe delivery of the Active Travel Hub, Travel With Confidence and Transforming Mental Health project.
- 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	
<p>You will:</p> <ul style="list-style-type: none"> <li>• Provide volunteers with support, guidance and on the job training to for the projects on which you are working.</li> <li>• Manage Volunteer Officers and Key Volunteers, where appropriate including the provision and/or arrangement of relevant training to best meet TCV and project requirements.</li> <li>• Work collaboratively with colleagues across your TCV team and wider functions.</li> <li>• 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.</li> </ul>	<p>You will:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Promote the work of TCV and your project with the local community to ensure relevant engagement and continuity of the programme of work.</li> <li>• Represent TCV at community or partner meetings and public events relating to your project, sharing relevant information and ensuring project objectives are met.</li> </ul>
Autonomy, Complexity and Risk	
<ul style="list-style-type: none"> <li>• You will work within TCV's established policies and procedures, applying these to best meet particular project requirements.</li> <li>• 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.</li> <li>• You are responsible for adhering to risk assessments, safety, and safeguarding in line with the relevant policy for your project.</li> <li>• You are also responsible for ensuring that all project objectives are met, including funder-related requirements, with the support of your leader.</li> </ul>	
Planning and Reporting	
<ul style="list-style-type: none"> <li>• You are responsible for planning and implementing project delivery to meet the agreed objectives and deadlines for your assigned project.</li> <li>• This includes the collection and provision of timely and accurate information about the project to be used for internal and external reporting.</li> <li>• As well as completing task reports, this might include the production of surveys, quotes, and photos.</li> <li>• 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.</li> </ul>	
Additional Responsibilities	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• You are required to adhere to TCV policies and procedures, including Health and Safety, GDPR, and Safeguarding at all times.</li> </ul>	
TCV Values and Behavioural Framework	
<p><b>Our Values:</b></p> <ul style="list-style-type: none"> <li>• Make stuff better.</li> <li>• Make a positive environmental impact.</li> <li>• Crack on and muck in.</li> <li>• Make a difference.</li> <li>• Be the best that we can be.</li> </ul>	<p>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</p>
Regulatory Requirements (delete as applicable)	
<p><b>Criminal Record Check and Self Disclosure</b> Enhanced Children and Adult</p>	<ul style="list-style-type: none"> <li>• <b>Full UK Driving Licence</b> - car and small van desirable but not essential</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>First Aid at Work Certificate</b> - (or willingness to do the training)</li> </ul>

## Person Specification

	Essential	Desirable
<b>Education / Qualifications</b>		
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
<b>Experience</b>		
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
<b>Knowledge, Skills and Abilities</b>		
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	
<b>Personal Characteristics</b>		
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	