



THE CARAVAN PROJECT

## PROJECT SUPPORT OFFICER

### Job Description

#### JOB DETAILS

<b>Job Title:</b>	Project Support Officer
<b>Hours of Work:</b>	16 hours per week (flexible)
<b>Contract:</b>	Permanent (subject to funding)
<b>Responsible To:</b>	Caravan Project Manager & Board of Trustees
<b>Responsible For:</b>	Varying numbers of volunteers.
<b>Location:</b>	Knightswood Community Centre

#### MAIN PURPOSE

To support the Manager in all aspects of the effective delivery of our respite holiday and social tourism programmes which target children and adults from families living in poverty and facing challenging circumstances in Glasgow.

The postholder will engage with member organisations and local agencies to ensure high uptake of respite holiday and social tourism offers whilst also adhering to the Caravan Projects policies and procedures.

#### MAIN DUTIES AND RESPONSIBILITIES

##### Respite Holidays & Social Tourism Programmes

- Manage the efficient allocation of caravan respite holidays and social tourism offers in line with agreed service standards.
- Effectively communicate with referral agencies and customers throughout the application process ensuring high standards of customer service.
- Process referral agency and customer payments in line with agreed service standards and in line with policies and procedures.
- Support the Manager and Board of Trustees in enhancing and developing respite holiday and social tourism programmes.
- Market family respite holidays and social tourism programmes in a way that ensures those who need them most are able to access them.

- Provide training and support to volunteers (Caravan Reps) so they are able to support families to apply for and participate in family respite holidays and social tourism programmes.

## **Management of People and Resources**

- To supervise, support and motivate volunteers as required.
- To support Manager in the effective maintenance of the holiday homes and equipment.
- To ensure excellent standards of care, member involvement and customer satisfaction.
- Work with Manager to implement new internal monitoring, booking and communication systems.

## **Communication**

### **Internal**

- Provide the Manager and Board of trustees with regular information and reports on key programmes of work.

### **External**

- Communicate effectively the impact our services are having on users, their families and the wider community.
- Regularly update the Caravan Projects website, facebook page and twitter account.

## **Other Duties**

- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems
- To research and keep up to date with current thinking related to poverty and social tourism.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Any other reasonable tasks as deemed appropriate by the Manager.



## Project Support Officer Person Specification

	Essential	Desirable
<b>Knowledge</b>	<p>Knowledge of 3<sup>rd</sup> sector and social enterprises.</p> <p>Confident and able to use word, excel and outlook packages.</p> <p>Confident in the use of social media including facebook and twitter.</p>	<p>A project management qualification</p> <p>An understanding of the issues preventing families from participating in holidays.</p> <p>Qualifications that would be of benefit within an office environment (e.g. word processing, filing, spreadsheets).</p>
<b>Relevant Work or Other Experience</b>	<p>Experience in planning, delivering, monitoring and developing projects.</p> <p>Strong customer service experience</p>	<p>Experience of supervising, supporting and motivating volunteers.</p> <p>Experience of fundraising including community fundraising and preparing small funding bids.</p>
<b>Particular Skills and Abilities</b>	<p>Able to effectively monitor projects, mitigate changes and communicate impacts.</p> <p>Able to network and build lasting partnerships with a range of organisations.</p> <p>Ability to manage time effectively and prioritise workloads.</p>	
<b>Personal Qualities</b>	<p>Have a creative and flexible approach.</p> <p>A willingness to learn.</p> <p>Highly motivated and able to use their own initiative.</p> <p>Be flexible and willing to change the way they work.</p> <p>Be highly organised and efficient.</p> <p>Friendly and approachable manner.</p>	
<b>Additional Job Requirements</b>	<p>Ability to work flexibly, including evenings and weekends.</p> <p>Ability to regularly travel throughout Glasgow.</p>	