



Programme Development Officer - Data and Learning

Job Description:

Responsible to: Communications Manager

Hours: 22.5 – 36.5 (to be discussed at interview)

Location: Middlesbrough

Salary: **£22,800 - £24,500** (dependent upon experience)

Holidays: Starting at 26 days per annum plus public holidays

Disclosure: This position is subject to a 26-week probationary period, satisfactory references, Mind's policies on Safeguarding of Children and Young People and Vulnerable Adults and an enhanced DBS check and subsequent re-checks.

Job Purpose:

As a member of the Programme Management Team you will participate in a number of different work streams, working collaboratively with other members of the team to ensure the programme achieves its objectives. This role will have a special focus on analysing the data and learning from the programme to support the strategic communications work.

1. To utilise the Reflect, Share, Act framework and other resources to gather case studies, learning and insights from the programme

2. To work with the Communications Manager to use case studies, insights and stories from the programme to develop communications products which deliver key messages, influence stakeholders and describe the impact of the programme
3. To work with the Communications Manager to use data gathered by the Apricot case management system to develop communications products which deliver key messages, influence stakeholders and describe the impact of the programme
4. To work with the Programme Support Officer to use the Apricot Case management system to gather and analyse data which enables the programme management team to manage performance and produce communications products which demonstrate impact.
5. To support the Programme Support Officer to provide training and guidance to all delivery projects in relation to the Apricot case management system
6. To support all communications activity for the programme in collaboration with the other Project Officers, including writing newsletter articles and liaising with internal and external stakeholders
7. To promote Ageing Better Middlesbrough at external events and meetings, building new relationships and optimising opportunities to extend the reach of the programme.
8. To proactively make connections between key stakeholders, groups and organisations that will encourage new partnership working with the aim of making Middlesbrough a more Age Friendly community.
9. To co-ordinate and facilitate Age Friendly themed workshops, meetings and events that enable ABM to engage with a variety of stakeholders, including older people
10. To work in close partnership with other Ageing Better Middlesbrough stakeholders, specifically the Ageing Better Middlesbrough Action Group and organisations involved in delivering the programme
11. To embed and demonstrate co-design and co-production approaches with older people in all aspects of the work.
12. To write reports and presentations
13. Build and maintain effective working relationships with Ageing Better Middlesbrough delivery partners, and support the development of relationships between delivery partners
14. To attend the Core Partnership and Ageing Better Middlesbrough Action Group meetings when appropriate
15. Represent the programme at national events and meetings when necessary.

General:

1. To work flexibly and collaboratively as part of the Programme Management Team
2. To work within the values, beliefs and policies of Mind always and to promote these to service users, carers and other stakeholders

3. To take part in line management supervision and appraisal as required
4. To ensure any information processed for both service users and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Middlesbrough and Stockton Mind's Confidentiality Policy
5. To have a duty and responsibility for personal health and safety and the health and safety of colleagues, service users and visitors
6. To attend training and events as required
7. To undertake other tasks commensurate with the position as required

<ol style="list-style-type: none"> 3. The principles of co-design and co-production 4. Marketing and communications skills and tools 5. Knowledge of the third sector, its culture and operating environment 6. Local geographic knowledge of Middlesbrough and its different communities 7. Knowledge of local organisations and groups operating in Middlesbrough 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Skills</p> <ul style="list-style-type: none"> • Excellent team working skills • Demonstrates a high standard of accuracy in all written work • Able to gather, manage and analyse data • Copy writing skills • Able to develop and maintain communication with people on complex matters, issues/ideas in complex situations • Able to understand and contribute to a strategic agenda and identify opportunities to influence others • Ability to translate complex information into 'easy to digest' forms of communication • Able to work flexibly and dynamically as part of a team • Able to establish and maintain effective relationships with a diverse range of people • Excellent administration and organisational skills • Able to problem solve and use own initiative • Able to support and motivate staff members • Excellent IT skills 	<p style="text-align: center;">All essential</p>	
<p>Personal</p> <ul style="list-style-type: none"> • A high degree of creativity. Able to come up with good ideas and put them into practice • Passionate, driven and determined • Motivated, assertive and accurate worker • Compassionate, person-centred and non-judgmental approach • Commitment to Mind's values and objectives • Willingness to work within Mind's policies and procedures • Willingness to undertake professional development • Ability and willingness to work flexibly • Current clean driving licence, own car user and able to travel 	<p style="text-align: center;">All essential</p>	