



Ageing Better Middlesbrough – Programme Support Officer

Job Description:

Responsible to: Programme Manager

Hours: 22.5 hours per week

Location: Middlesbrough

Salary: 16,654 (pro-rata)

Holidays: Starting at 26 days per annum plus public holidays (Pro-rata)

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:

To provide administration support to the Programme Management Team.

Responsibilities:

1. To participate in the development and implementation of the system and processes across the programme for gathering and recording of activity and outcomes.
2. To develop and manage the Apricot case management system in line with programme developments.
3. To maintain the electronic case management system 'Apricot' for the Ageing Better Middlesbrough Programme, including inputting data, ensuring data is accurate and identifying any system or data input errors

4. To be the first point of contact for advice and information relating to the Apricot case management system, including setting up new users
5. To ensure that data is accurately transferred from the Apricot Case Management system into the National Evaluation database on a quarterly basis, supporting the data entry clerk as necessary
6. To provide administration support for Ageing Better membership activity, including sending out welcome packs and supporting membership events.
7. To input information onto the website, as directed by the Project Development Officers
8. To maintain contact/ mailing lists
9. To ensure leaflet and other resource stocks are maintained and re-order resources as required
10. To provide general administration support to Programme Management Team members, including organising meetings and events, travel and minute taking
11. To respond to enquiries and requests for information about the programme via the Ageing Better email and via the telephone
12. To provide administration support to the Core Partnership meeting, contract and performance meetings and other meetings and groups as necessary
13. To support Ageing Better volunteers as agreed

Programme Wide responsibilities:

14. Build and maintain effective working relationships with Ageing Better Middlesbrough delivery partners, and support the development of relationships between delivery partners
15. To work flexibly and collaboratively as part of the Programme Management Team to support the co-ordination and development of the programme

General:

1. To work within the values, beliefs and policies of Mind always and to promote these to service users, carers and other stakeholders
2. To take part in line management supervision and appraisal as required
3. To ensure any information processed for both service users and staff is kept accurate, confidential, secure and in line with organisation policy and procedure
4. To have a duty and responsibility for personal health and safety and the health and safety of colleagues, service users and visitors
5. To attend training and events as required
6. To undertake other tasks commensurate with the position as required
- 7.

<p>Skills</p> <ul style="list-style-type: none"> • Excellent administration and organisational skills • Able to gather and manage data • Excellent team working skills • Able to establish and maintain effective relationships with a diverse range of people • Excellent verbal and written communication skills • Able to problem solve and use own initiative • Excellent IT skills, including proficiency in the use of Microsoft office and data bases • Well-developed minute taking skills • Time management skills and a calm approach when working under pressure • Ability to self-motivate, work on own initiative and make appropriate decisions 	<p>All essential</p>	
<p>Personal</p> <ul style="list-style-type: none"> • 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>All essential</p>	