

Vacancy:

Programme Support Officer x3

Overview:

This is a temporary, 7-month role, focused on supporting the one programme team (Children's Mental Health or Multiple Long-term Conditions) to effectively manage a large group of partners and projects delivering impactful health equity work.

About us:

Impact on Urban Health is part of [Guy's & St Thomas' Foundation](#). Our collective mission is to build the foundations of a healthier society.

As a member of the team, you have a real opportunity to shape our work and the impact we can have. This is fuelled by our desire to be more than the sum of our parts. We're curious, we think big and we're not afraid to take risks.

As part of our team, you will work alongside talented people from a mix of personal and professional backgrounds. We are a Living Wage employer and support flexible working, part-time roles and job shares. Though our ambitions are serious, this is a friendly place to work with lots of opportunities to meet and socialise with colleagues. We believe there is immense power in diversity and aim to recruit and nurture talent who think and act differently.

There is more information about [working with us](#) under our 'About us' section, where you can find out:

- how we approach recruitment
- our team, culture and values
- the benefits of working with us
- and our approach to diversity, equity & inclusion, health & wellbeing, and learning & development

Job Description:

The Opportunity	
Job Title:	Programme Support Officer x3
Salary:	£32,000 - £36,000 per annum, pro rata
Contract type	Fixed Term Contract – 7 months

Closing date:	6 th December 2023
Interview dates:	Week commencing 11 th December
Reporting to:	Programme Director
The team:	Children's Mental Health (CMH), Multiple Long-term Conditions (MLTC)
Key relationships:	Portfolio Managers, External Partners
Overall purpose of the role:	<ol style="list-style-type: none"> 1. Provide a grant management support function to the team - supporting portfolio managers with grant management processes and tracking team progress 2. Lead the management of a portfolio of partnerships 3. Support with timebound projects, for example desk-based research to aid set up of new awards or project management to refresh our strategy <p>This post supports a programme team of 3 – 6 Portfolio Managers and reports to the Programme Director. It is part of the wider Impact on Urban Health Directorate. This is a new post, two of these roles will be offered as a trial. Subject to success and team capacity, the role/s may be extended</p> <p>Success in this role would be three-fold:</p> <ul style="list-style-type: none"> • A good working relationship between Programme Officer and Portfolio Managers with delivery of projects integrated into internal systems and processes. • Partners' experience of IoUH processes and grant management is good and responds to their needs • Partners who feel the grant management process and engagement from IOUH is responsive and coordinated • Clarity in oversight and structure of grants so that we have a live picture of where we are at in terms of delivery against plan across the portfolio of projects across the programme
Key Responsibilities:	<p><i>Supporting the delivery and management of our partnerships</i></p> <p>Supporting portfolio managers with grant management for an agreed number of partnerships, and taking overall responsibility for managing the timelines and deliverables of a select number of grant and contracts in the programme portfolio. To include:</p> <ul style="list-style-type: none"> • preparing contracts for sign off to an agreed template and dealing with variations and contractual requirements • monitoring budgets, checking and confirming invoices and scheduling payments • liaising with award holders to understand progress and support needs • preparing and sharing progress updates and key learnings and impact with a variety of audiences

	<ul style="list-style-type: none"> • supporting partners with grant variations and revising timelines and budgets as required <p><i>Working as a member of a team to provide high quality support</i></p> <ul style="list-style-type: none"> • supporting with transitioning of the management of projects to the new Salesforce system; • supporting and coordinating with the Grant Operations Team with the development of revised grant agreements, updating payment schedules on Salesforce and leading on communication with partners on these as required • working closely with Portfolio Managers on desk-based research to develop new projects – synthesizing information and identifying key stakeholders to speak to. • working closely with Portfolio Managers to oversee administration of Salesforce for projects in pipeline and live projects, including but not limited to identifying and communicating upcoming milestones, and for monitoring programmes' progress in spend against budget • project managing timebound projects, e.g. a strategy refresh process, collating meeting papers, scheduling meetings, and writing summaries that capture decisions • working with portfolio managers to ensure that Salesforce records of all live projects are up to date, including ensuring all key grant and contract documents (and variations) and deliverables are filed on the Salesforce record and all dates are live • optimizing the grant administration process where possible
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What we're looking for	
Experience:	<ul style="list-style-type: none"> • Project management experience, for example demonstrating ability to solve problems, manage time and risks and negotiate when things change • Comfort with and experience in administrative tasks such as updating salesforce systems, monitoring spend against budget, developing contracts <p>Desirable:</p> <ul style="list-style-type: none"> • Experience building and managing impactful partnerships • Experience conducting desk-based research and/or developing new projects • Comfort and expertise working with Salesforce or knowledge and experience with other grants management systems and platforms • Grant or programme management experience

<p>Skills, abilities, and knowledge</p>	<ul style="list-style-type: none"> • Commitment to Guy's & St. Thomas' Foundation mission • Comfort with online communications platforms and technology • Comfort working with Microsoft 360 and Microsoft Office suite (including Outlook, SharePoint, OneDrive, Word, Excel and PowerPoint) • Structured and logical approach, including the ability to offer options appraisals and make recommendations • Good verbal and interpersonal communication skills, including the ability to communicate effectively via phone and email with a range of stakeholders. • Attention to detail, organisation skills and ability to balance competing priorities • Committed to working as an integral function of team: ability to respond in a timely manner to requests and follow up as needed • Ability to evaluate, improve, manage and maintain systems and processes • Ability to work cooperatively and work collaboratively towards solutions <p>Desirable:</p> <ul style="list-style-type: none"> • Strong interest in philanthropy, grant making and organising funders to support social justice issues
<p>Personal attributes:</p>	<ul style="list-style-type: none"> • Ability to work independently, with self-motivation, initiative and confidence to handle multiple projects at a time

How to Apply:

Thanks for your interest in working with us.

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process. To support this, our system anonymises applicants and we use a combination of your CV and roles specific application questions to assess your suitability for the role.

To find out more about the role, please contact jobs@gsttcharity.org.uk