



Programme Mobilisation Project Officer

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The team

The role you're applying for is in the **Operations** directorate and in the **Programme Mobilisation** team. Here are 3 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>



The role

As a Programme Mobilisation Project Officer you'll provide operational support for the donation funding programme and multiple other projects.

You will support the senior project officers to oversee the delivery of projects and you will exercise your effective communication skills to support local offices, reinforce good practice and develop business procedures to improve project delivery where required. You will utilise our IT software to update project documentation, spreadsheets and folders, as well as to keep an audit trail of key communications and milestones.

Additionally, the role involves working collaboratively with colleagues throughout Citizens Advice to ensure high-quality client services and contributing to the evaluation of projects and continuous improvement efforts. You'll be keeping project schedules and ensuring team-wide initiatives are followed; implementing decisions made by project leads and documenting actions; managing project deadlines and updating stakeholders about any changes; contributing to project document and report compilation, creating training materials and participating in stakeholder meetings.



Role profile

Band:	Officer (mid-level)
Reporting to:	Core Services - Programme Mobilisation Manager
Proficient salary:	£31,105 plus £3,520 London allowance if applicable
Location:	Flexible within England & Wales
Travel H/M/L:	Low

Team overview:	<p>The project Officer sits within the Network Strategy and Standards Department, part of the Operations Directorate and in the national Core Services team.</p> <p>The Core Services Team works at both national and local levels to improve our services delivered through web-based applications, by email/phone and face to face.</p>
Role Purpose:	<p>To work closely with the Programme Mobilisation Manager and 3 Senior Project Officers to provide efficient and effective project support as required, overseeing the mobilisation of donation and project funding (restricted and unrestricted) in line with grant/contract requirements. This will involve effectively tracking against milestones and monitoring programme risks, issues and dependencies.</p>

Key accountabilities	Key elements / tasks	% of time
Operational support to manage project and donation funding mobilisation	<p>Maintaining and observing project schedules, work plans and team wide initiatives</p> <p>Acting on decisions made by team project leads and ensuring actions are documented and followed up</p> <p>Ensuring projects/schedule deadlines are managed and alerting to and updating any project changes</p> <p>Updating and housekeeping of electronic documentation and archiving of team documents</p>	55
General administration to support the allocation of funding at the national level and in the network	<p>Contributing to the compilation of project documents, including funder reports, as directed</p> <p>Contributing to creation of training and guidance documents where required</p> <p>Manage Freshdesk for all projects, liaising with local offices and other stakeholders as and when required</p>	30

	Organising and attending stakeholder meetings as directed	
Communication and engagement with stakeholders	Communicate and engage with a wide range of stakeholders at all levels Report and present information to different audiences	10
Other	Contributing ideas for improving/enhancing the team's work. Undertake any other duties as may be reasonably required within the scope of the role.	5



Person specification

Essential Criteria

- Proven experience using project management principles, project coordination, organising workflow, creating and managing schedules
- Ability to communicate clearly (written and verbally), including creating effective messaging across platforms and channels.
- Ability to work on own initiative and as part of a team; provide administrative support, maintain efficient administration systems, manage own workload, prioritise and meet deadlines when under pressure.
- Understanding of the broad policy and legislative environment in which the Citizens Advice service operates and of current and future issues in advice work particularly relating to the provision of advice to clients.

Desirable criteria

- Formal qualification or demonstrated work experience in project management environments such as Prince2 or Agile

- Understanding of the broad funding, policy and legislative environment in which the Citizens Advice service operates.
- Grant and project management skills

Requirements of the role

- Ability to contribute to an inventive, responsible and generous organisation/team culture.
- Ability to work flexibly, manage several activities at once and resolve conflicting priorities effectively.
- Excellent verbal, written and presentation skills, including the ability to convince a range of audiences.
- Ability to use IT packages, including word processing, spreadsheets, presentation packages, email, maintain an electronic diary and the ability to use or learn to use other packages as necessary.
- Understanding of, and commitment to, the aims and principles of the Citizens Advice in which equality and diversity is embedded throughout.