



Project Support

Job description

Role	Project Support
Reporting to	Volunteer Manager
Role type	Part-time (15 hours/week), permanent. Flexible working pattern. Monday to Friday (flexible days/hours). Can be worked to suit term time and school hours. Hours to be worked across a minimum of three days each week.
Contract	Employed. Start January 2025.
Salary	£10,647
Location	Hybrid: St. Paul's Learning Centre, Bristol and home-based

Overview

Marmalade Trust is a small but ambitious charity; raising awareness of loneliness nationally and supporting people experiencing loneliness to feel more connected. Since 2013 we have run projects (supported by our incredible volunteers) across Bristol, North Somerset, and South Gloucestershire. Each year we run our Loneliness Awareness Week campaign, which is celebrated around the UK and now globally. We do not receive statutory funding but are very well supported by members of the public, regional grant givers and corporate organisations. Each year we have grown and have ambitious plans to continue this over the coming years. To help support this growth, we need a Project Support person to join our team.

As the Project Support, you will be responsible for helping to promote the service and then responding to incoming referrals from professionals and community contacts in a range of partner organisations, as well as dealing with direct enquiries from existing and new project members. You will then be a key contact for communication with project members and, where relevant, their referring professional to ensure they have a positive experience with Marmalade projects.

Main responsibilities/tasks:

- Promoting our projects to professionals and community organisations/contacts to ensure awareness of the services and to maximise appropriate referrals.

- Responding to incoming enquiries from new and existing project members.
- Receiving and acting on referrals from referring professionals and community contacts, ensuring all necessary information has been provided and entered on our database.
- Clarify missing/unclear information on referral forms so that all information required for processing the enquiry has been received.
- Reviewing enquiries using the agreed referral criteria and through telephone calls to project members.
- Liaising with project members regarding their eligibility and dealing sensitively with those who we aren't able to support.
- Liaising with referring professionals to advise of the outcome of referrals they have made so that they can review the support they provide to those who we are unable to support.
- Maintaining contact with project members taking part in projects to ensure they are up to date and informed about the service.
- Identifying and escalating any safeguarding or welfare concerns that may arise.
- Support the Volunteer Manager as necessary.
- Provide cover for the Volunteer Manager as and when necessary.
- Assist with the evaluation of projects.
- Undertaking reference checks on volunteer applications and liaising with applicants on queries.
- Using our project outreach programme to promote our services.
- Attending network events as part of our outreach programme.
- Sending letters and emails to project members.
- Answering our published telephone line.

Complete any other reasonable duties the Volunteer Manager requests and be willing to work reasonable out of office hours on occasions as required. *Note: The above list is not exhaustive, and you may be required to undertake other tasks and responsibilities as requested by your line manager.*

Essential skills, knowledge and experience required for this role

- Experience in a related sector (e.g. VCSE, health or social care).
- Problem-solving independently and being flexible.
- Work autonomously when needed and to work under pressure.

- Managing competing priorities and responsibilities when working in a high pressure environment, planning, organising and managing workflow to meet demanding deadlines.
- Having challenging conversations with vulnerable individuals.
- Building professional relationships over the telephone.
- Finding and making direct contact with relevant organisations to reach potential service users (members).
- Strong interpersonal skills - the ability to communicate empathetically and effectively with a diverse range of people, including colleagues, trustees and Marmalade Trust project members.
- High standard of general IT skills, including Excel and Word.
- Strong organisational skills, the ability to drive your own workload and work independently and within a team.
- Thinking creatively and adopting a solutions-focused 'can do' approach.
- The ability to communicate clearly and effectively.
- Attention to detail, with an ability to spot errors.
- The ability and commitment to identify continuing personal development needs Ability to form and maintain good working relationships with colleagues.
- Working understanding of GDPR, data protection and confidentiality legislation and regulation.
- Good understanding of, and a commitment to promoting Equality, Diversity and Inclusion.
- A commitment to Marmalade Trust and its vision.
- A willingness to keep up to date with relevant policy changes, ensuring Marmalade Trust remains compliant with legal requirements and best practices.
- Act as an ambassador and advocate for Marmalade Trust.
- Passion for working with the target audience.
- Empathetic and fair.
- A willingness to undertake reasonable work outside of core working hours when this is necessary.

Desirable skills, knowledge and experience for this role

- Experience of using Google Suite.
- Experience of using Lamplight or other CRM.

- Knowledge of the charity sector.
- Professional boundaries.
- Safeguarding.
- Compassion and an understanding of the additional challenges faced by vulnerable and/or older people.

How to apply

Please submit a CV and cover letter. Your cover letter should clearly identify how you meet each of the skills, knowledge and experience requirements for the role. You can use headings and bullet points for this.

We offer flexible working hours – please contact us if you would like more information.

At Marmalade Trust, we want to create a genuinely inclusive workplace, where we embrace the differences of all our colleagues and celebrate diversity. To help ensure all candidates are assessed only against the job description, our selection process uses anonymised candidate applications.

To apply, send your CV and cover letter to Jade via support@marmaladetrust.org.

For an informal conversation about the role before you apply, please contact Helen via helen@marmaladetrust.org

*You can choose to submit your cover letter as a voice recording clearly identifying how you meet the criteria.

Application deadline: 09:00, Monday 2nd December 2024.

Interviews: W/C 9th December 2024.