

Care City Innovation C.I.C.



Project Support & Communications Officer Job Description

August 2022



CARE CITY

Job Details

JOB TITLE:	Project Support & Communications Officer - Careers
GRADE:	£25,000 - £30,000
RESPONSIBLE TO:	CEO, Care City Innovation C.I.C.
REPORTS TO:	Careers Project Lead, Care City Innovation C.I.C.

Key Relationships

Internal	External
<ul style="list-style-type: none">• Line Manager• Project Leads• Project Support Officers• Business Manager• Workforce & Development SRO• Communications Director	<ul style="list-style-type: none">• Industry partners• Local Authority NHS providers• NELHCP, BHR Academy & NEL Anchor Programme• Other Clients and Funders• Third sector partners• Local community groups and the general public

Aim of the Role

Care City is a not for profit organisation based in Barking, East London focussed on helping local people to have a healthier, happier older age, through research, innovation and development. It was co-founded in 2013 by the London Borough of Barking and Dagenham (LBBD) and North East London NHS Foundation Trust (NELFT) and in June 2019 became an independent Community Interest Company (CIC). A CIC is a special form of limited company which exists primarily to benefit a community and which reinvests any profits in its social purpose.

The post holder will support the Careers Project Lead to deliver workforce development projects. Specifically our work with North East London Health and Care Partnership (NELHCP) in inspiring and engaging young people and job seekers into local jobs in health and social care through a network of health and social care Careers Ambassadors. Careers Ambassadors use their own experiences of working in health and social care to inspire others to consider roles in the sector. The postholder will work alongside local schools, colleges and Job Centre Plus's in East London to organise events and briefings where these Ambassadors can share insights into the work they do and routes to access local jobs.

The post holder will also play a key role in supporting our Young Persons Panel, a group of 16-18 year olds, who work with us to ensure the voice of young people in East London is accurately reflected in our work.

They will be a trusted employee, able to prioritise their own workload, whilst responding to day to day situations, unpredictable project issues and proactively requesting support from team members as needed. The post holder will also support the administrative requirements of both the Careers project and the wider organisation.

Key Responsibilities

Support Care City projects

- Provide high quality, accurate and comprehensive project support based on the needs of the Careers project.
- Manage Careers inbox, responding, forwarding or escalating incoming emails in a timely manner and being the point of contact for schools, ambassadors and organisations
- Manage Ambassador databases to ensure effective access to relevant information.
- Manage onboarding of new Ambassadors, organising Ambassador Inductions and sending resources as relevant
- Oversee the facilitation and administration of meetings, including taking formal minutes, contributing Ambassador data as required, compiling agendas and

coordination of papers, ensuring that key documents are available within defined timescales as requested by the Programme Management Office.

- Support project budgeting processes, requesting purchases on behalf of the project and tracking expenditure.
- Career events preparation and co-ordination, liaising with institutions to understand its need, sourcing relevant Ambassadors to attend and conducting briefing meetings to ensure event needs are understood, requesting event feedback and sharing with Communications Director and updating databases accordingly.
- Coordinating Young People's Panel meetings, coordinating diaries, documenting meeting actions and keeping regular contact with young people participants
- Support project reporting requirements including the collation and presentation of documentation, preparing reports, spreadsheets and presentations and ensuring information is accurate and up to date.
- Contribute to the maintenance and development of processes and procedures relating to the successful delivery of the Careers project
- Propose and implement changes to working practices to reflect the needs of the project.
- Prioritise own workload on a day-to-day basis to ensure that deadlines are met.
- Undertake additional project work as required, ensuring agreed deadlines are met.

Support project teams and client and partner relationships

- Ensure effective working with other staff and stakeholders by demonstrating effective communication skills
- Promote a positive image of the organisation with all stakeholders
- Provide information and regular reporting to clients as required
- Build relationships with clients and other partner and stakeholders of Care City
- Attend external stakeholder meetings as required by project work
- Contribute ideas and suggestions as a member of the Care City team, supporting the development of colleagues, systems and ways of working.

Communication support

- Support the Communications Director to identify relevant communication channels to target our young people and job seeker audience
- Support the management of NELHCP Careers social media channels, including the development and administration of new channels including Instagram and TikTok
- Support the roll out of a digital media marketing strategy for the Ambassador Programme, co-designed with the Young Person's Panel to include social media campaigns and website content development to promote the diversity of roles and opportunities across health and social care in NEL
- Support development of new marketing materials
- Distribute Ambassador & Schools newsletter



Care City Innovation C.I.C.

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