

JOB DESCRIPTION

Post Title: Programme and Digital Support Officer; You've Got This (South Tees Local Delivery Pilot)

Salary: £22,021

Hours: Full-time (37 hours) per week. Flexible working will be required (including evenings and weekends).

Location: South Tees (Middlesbrough and Redcar and Cleveland)

Contract: Fixed term until 31st March 2025

Responsible To: Programme Officers & Insight Officer

Purpose of the Post:

This role is critical to the effective and efficient functioning of You've Got This (YGT), the Sport England South Tees Local Delivery Pilot. The post will provide administrative support for the core team and Programme Management Office, whilst also supporting the update and growth of the You've Got This digital and social media presence. This will include contact at strategic and operational levels with Sport England, all ambassadors and stakeholders including communities, local authorities, NHS bodies and the voluntary and community sector. Also, liaising with the commissioned marketing and comms team.

As Programme and Digital Support Officer, you will be responsible for coordinating and supporting the delivery of YGT and programme development activity which may include facilitation and delivery to partners and stakeholders as YGT develops.

You will work with the Programme Management Office providing a professional function in the delivery of projects, completing administrative tasks, arranging meetings, workshops and events, preparing reports and action plans for the range of development projects to drive the LDP, developing relevant content and updating social media platforms for public and professional audiences in line with the brand guidelines.

You will have experience in successfully supporting the running of projects or programmes and have a strong ability to build effective relationships with key stakeholders. You will have excellent administrative skills in order to contribute to reports and the management of information. You will have a creative flair to create engaging and interesting content for social media and the YGT website.

Duties and Responsibilities:

1. To provide professional support and administration to the core team and Programme Management Office (PMO) to ensure effective co-ordination and deployment of YGT resources, contracted services and programme delivery.
2. To contribute to the planning, development and organisation of effective management systems/procedures/policies to support the management and implementation of YGT.
3. To provide support around the financial monitoring of the programme.

4. To provide coordination, business and administration support to the core team and PMO on key projects, reports, meetings, focus groups, consultations, needs assessments and day-to-day work.
5. To effectively respond to all external communications in relation to the programme, giving advice and instruction to local partners, stakeholders, statutory agencies and residents and ensuring timely responses are submitted.
6. Overall responsibility for the content and appearance of the YGT social media platforms working closely to manage performance and improve capabilities.
7. Content production to include identifying opportunities and arranging the curation of film and photography for use on all social media platforms.
8. Increase engagement on all social media channels and schedule posts in line with the brand guidelines.
9. To support the monitoring of YGT activity and produce management reports as appropriate in relation to finance, programme activity and recording programme activity against set objectives.
10. To develop, maintain and influence effective internal and external relationships.

PERSON SPECIFICATION

| | Essential x | Desirable x |
|--|------------------------|------------------------|
| QUALIFICATIONS: | | |
| 1. Relevant Level 3 or above qualification in Business Administration, Digital Communication, Marketing or Social Media (or similar) | X | |
| KNOWLEDGE, EXPERIENCE & SKILLS | | |
| 1. Experience of development, management and operation of administrative systems | X | |
| 2. Experience of managing professional social media platforms or website. | X | |
| 3. Financial management experience | | X |
| 4. Computer literate – MS Office, MS Excel, MS PowerPoint, Outlook | X | |
| 5. Curation of appropriate video and film content | | X |
| 6. Knowledge of local government and partnership working | | X |
| 7. Experience of working in a multi-agency environment | | X |
| 8. Experience of working to targets and deadlines. | X | |
| 9. Experience in successfully supporting the running of a project/programme/business | X | |
| 10. Good oral and written communication skills | X | |
| 11. Ability to work constructively as part of a team, understanding responsibilities and own position within these | X | |
| 12. Resourceful and able to take the initiative | X | |
| 13. Creative, confident and self-motivated | X | |