**Candidate Information**

**Project Officer**

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| **Salary:** | Grade F: £ 28,831 per annum pro rata |
| **Hours:** | Full time hours are 37.5 hours per week  We are happy to discuss working hours to suit individual circumstances. |
| **Contract:** | Contract to 31st October 2025 (with possible extension) |
| **Disclosure:** | Enhanced DBS is required for this position as the post holder will be working with children in educational settings and vulnerable adults |
| **Base:** | Birtley Active Travel Hub (at Birtley Library) and activity locations around Gateshead. |
| **Travel:** | This role will involve travel within Gateshead on most working days. We may occasionally need you travel further during your work including occasional overnight stays. |
|  | A key part of being the Charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for the majority of their work journeys. We support this with access to a Sustrans pool bicycle and National Standards Cycling Training. |

**Project Specific Information**

In partnership with Gateshead Council, Sustrans is opening an Active Travel Hub at Birtley library. This is an exciting opportunity to join Sustrans and support people in Gateshead to walk, cycle, and wheel, by providing practical, impactful support.

The Active Travel Hub will provide helpful services and interventions to make walking and cycling the natural choice for shorter journeys in Gateshead. Building on the success of our Active Travel Hubs in the Tees Valley over the past 12 years, this is an ambitious project to transform how Gateshead residents travel for their everyday journeys.

This varied role would see you working in partnership with the local authority, communities, schools, businesses, volunteers and third sector organisations, to remove barriers to transport, increase levels of public health and wellbeing, and protect our local environment.

The Active Travel Hub will open in April 2025. Until then you will work with partners to hold pop-up events, delivering practical support and raising awareness of the Hub’s activities.

**Where this role sits in the structure:**

**Job Description - About the Role**

**Overview**

To increase physical activity, health levels and sense of well-being amongst residents and employees of the businesses and education establishments within your designated area through the promotion of walking and cycling as a means of accessing employment and training opportunities, local services, parks and green spaces and the wider countryside.

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| **Where this role sits in the structure** | Reporting into the Delivery Coordinator and Delivery Manager, England North  This role does not have line management responsibility. |

**Key Responsibilities**

1. To coordinate a programme of delivery of practical support and advice to help people in Gateshead to walk, wheel, and cycle, with support from the Project Coordinator. This may include: cycle training for adults and children; cycle maintenance; led rides and walks; personalised route planning and advice; on-street engagement events; active travel awareness events; delivery of sessions with partner organisations such as schools, workplaces, community groups, libraries, Job Centres, and more.
2. To coordinate the engagement of local communities on the identification of key barriers to walking, wheeling, and cycling, and to work within the Hub and with partners to remove these barriers; to work with Sustrans colleagues to ensure that best practice guidelines for inclusive community engagement are followed.
3. To work with Sustrans volunteer programme staff to manage a programme of recruitment, training, and engagement of Hub volunteers.
4. To ensure monitoring tasks are carried out, with the support of the Project Coordinator, to monitor the Hub's impact. This will be particularly important to meet partner and funder requirements.
5. To collaborate with external organisations to raise the profile of the Hub and our activities, and identify opportunities for development and partnership; to support the management of the relationship with our funding partner.
6. To work with Sustrans and partners' communications colleagues to raise the profile of the Hub's work, and maintain a digital calendar of upcoming activities.
7. To contribute towards raising the profile of Sustrans, by representing the charity at meetings, activities, and events.
8. To report on the project's progress and impact to the Project Coordinator, Delivery Manager, and Head of Delivery, and support reporting to funders and partners.
9. To work with the Project Coordinator to manage the day to day running of the Hub, and (once the physical premises is open in April 2025) to coordinate reception desk coverage and cover of opening and closing duties.
10. To coordinate the production of promotional materials, including case studies, with support from the Project Coordinator and communications colleagues.
11. To train, develop, and support Project Support Officers, with the support of Project Coordinator and Delivery Manager. The post holder will not line manage Project Support Officers but will be in almost daily contact with them and will support them to deliver project aims.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we can train you in any gaps.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

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|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Experience of delivering behavioural change projects | ü | ü |
| Experience of delivering projects in a community setting | ü | ü |
| Experience of project delivery with a range of partners |  | ü |
| Experience of working in public facing roles | ü |  |
| Experience of budget management | ü |  |
| Experience of producing reports and monitoring | ü |  |
| Experience of managing and developing volunteers | ü | ü |
| **Skills and Abilities** |  |  |
| Ability to prioritise and manage own workload | ü | ü |
| Excellent verbal and written communication skills | ü |  |
| Ability to build strong working relationships and to enthuse others |  | ü |
| Ability to work with limited supervision and plan, prioritise and work to tight deadlines | ü |  |
| Ability to communicate and collaborate with a wide range of stakeholders/ partners |  | ü |
| **Specific qualifications/ training required** |  |  |
| Commitment to work towards the following qualification:   * Cycle leader and volunteer walk leader trained * Current first aid certificate * Cycle maintenance qualification |  | ü |
| **Specific knowledge required** |  |  |
| Effective cycling and walking initiatives | ü |  |
| Effective engagement and behaviour change initiatives |  | ü |

*This document does not form part of the contract of employment but does outline our expectations.*

*If we need to amend this document in the future we will consult with the post holder before doing so.*

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.