**Candidate Information**

**Project Support Officer**

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| **Salary:**  | Grade E:£ 25,859 per annum pro rata |
| **Hours:** | Part time hours are 22.5 hours (3 days) per weekWe are happy to discuss working hours to suit individual circumstances.  |
| **Contract:**  | Contract to 31st October 2025 (with possible extension) |
| **Disclosure:** | Enhanced DBS required for this position as the post holder may work 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**

Working with the Project Coordinator and a Project Officer to assist with delivery of a variety of practical behaviour change initiatives designed to promote active travel in communities, workplaces and education establishments. The post holder will also support the recruitment and development of Sustrans volunteers in their area.

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

**Key Responsibilities**

1. To support the 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 support 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.
3. To work with the Project Officer to recruit, train, and engage Hub volunteers.
4. To support the collection of data to monitor the Hub's impact.
5. To collaborate with external organisations to raise the profile of the Hub and our activities, and identify opportunities for development and partnership.
6. To work with Sustrans and partners' communications colleagues to raise the profile of the Hub's work.
7. To support regular internal reporting on the project's progress and impact.
8. To support the day to day running of the Hub , particularly with reception desk, opening, and closing duties once the physical premises is open in April 2025.
9. To identify opportunities for good case studies and stories, and support the Project Officer to gather all necessary information and imagery.

*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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| PROJECT SUPPORT OFFICER | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Experience of working or volunteering in a community or environmental project | ü | ü |
| Experience of working with volunteers  | ü |  |
| Experience of working or volunteering in public-facing roles | ü | ü |
| **Skills and Abilities** |  |  |
| Ability to work as part of a team and alone in a reliable and efficient manner |  | ü |
| Good communication skills both verbal and written | ü |  |
| Good organisational skills with the ability to plan and monitor workloads |  | ü |
| A willingness to learn, with commitment to work towards to following qualifications with Sustrans: • Cycle leader and volunteer walk leader trained• Current first aid certificate • Cycle maintenance qualification |  | ü |
| **Specific knowledge required** |  |  |
| Effective cycling and walking initiatives  |  | ü |
| Engagement techniques and behaviour change initiatives | ü | ü |

**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.