



Organisation: Women Connect First	
Position: Admin/Outreach Officer – Lets Age Well- Golden Years	Duration: up to March 2025
Contracted hours: 21 hours per week	Responsible to: Let's Age Well Project Manager
Salary: £13,104 (£21,840 pro rata)	Responsible for: session workers/volunteers

Job Purpose

The Admin/ Outreach Officer will be expected to play a major key role in providing admin support in all aspects of the LAW project. The candidate will act as a liaison between the Let's Age Well Project and the older women from diverse communities. The post holder will be required to actively promote, recruit and engage participants from diverse communities to activities and courses and ensure they contribute effectively, appropriately and safely.

The admin will be the primary contact with the project's participants providing information on the different activities and serve as primary contact person for the project.

WCF is committed to safeguarding and promoting welfare of children, young people and vulnerable adults and expects all staff to share this commitment. We are a diverse organisation that respects differences in race, disability, gender, faith background or personal circumstances and we welcome all applications. We want everyone to feel valued and included and to achieve their full potential. WCF is opposed to any discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

Main Duties & Responsibilities

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- Responsible to maintain & update records of the enrolled participants and the different activities
- To engage in all outreach activities mainly recruiting for the project's activities taking place face to face and or via zoom
- To be the potential contact for the project's participants
- To help participants in filling out paperwork and introducing them to the tutors/instructors involved
- To maintain and update a spreadsheet of the participants within the different activities
- Attend meetings with the project manager when required and take the minutes
- Assist in planning activities, training and events including arranging catering and room booking
- Take part in coordinating marketing and communication activities and events to promote the project.

- Coordinating the sessional workers and volunteers alongside the project manager and allocating them tasks and following up on their work.
- Assisting the project participants to access zoom for online sessions
- Maintain accurate records of participants, activities attendance and feedback
- Assist in getting feedback on all activities and update the monitoring of the project
- Respond to telephone, email and mail enquiries, with regards to the project's activities and dealing with them efficiently and appropriately, keeping high confidentiality
- Maintain and update details of networking contacts, mailing lists, contacts list of participants, partner organisations linked with the project.
- Take the lead in organizing & attending the project's events and activities that will be delivered face to face or online; which includes room booking, recruiting participants for the activity, contacting and confirming the activity provider and arranging refreshments.
- To attend supervision sessions, staff meetings and other meetings as requested by managers.
- To attend appropriate training required for the best fulfillment of own role in the project and for self-development.
- Work collaboratively with all other projects and services offered by WCF charity for a holistic approach and promote the ethos of the organisation.

Other duties:

- Deliver a targeted recruitment plan for participants and volunteers.
- To work closely with the Project sessional workers and volunteers to develop new areas of delivery.
- Work with partners, participants within BAME communities and community organisations in a planned way to promote the aims and objectives of the TWCT project.
- Attend meetings to exchange ideas and information and share good practice.
- Make a positive contribution to the formulation and implementation of programmes.
- To perform other duties as reasonably assigned or under the authority of the Project Manager
- To help with setting up community based activities, outreach sessions and events for the women and their families.

Person Specification

REQUIREMENTS	ESSENTIAL
EDUCATIONAL ATTAINMENT	<ul style="list-style-type: none"> • NVQ Level 2, Degree or equivalent • Excellent IT Skills and admin skills
EXPERIENCE REQUIRED	<ul style="list-style-type: none"> • Experience of working with BME communities or other disadvantaged

	<p>communities, especially older BME women.</p> <ul style="list-style-type: none"> • An understanding of supporting disadvantaged marginalised communities from diverse backgrounds, including BME women for whom English is their 2nd language.
<p>SKILLS AND APTITUDES REQUIRED</p>	<ul style="list-style-type: none"> • Written & verbal Communication skills: Ability to communicate and interact assertively, verbally and in writing, with a wide range of people from diverse backgrounds at different levels; and to clearly articulate the project's benefits to our networks and the diverse communities • Active listening skills to understand the specific situation of the participants with patience to follow up • Social Perceptiveness to be aware of the socio economic situation and how it affects the project's target group • Interpersonal Skills mainly compassion, positivity and patience to be able to build relationships with the participants. To be able to deal with service users who may be demanding, or have, high support needs. • Organisational Skills: To be highly organised with the ability to plan and prioritise tasks to meet deadlines • IT & Computer Skills Good standard of Word Processing, Database and Desktop Publishing skills • Equal Opportunities and the ability to deal with information and maintain confidently • Ability to work on own initiative and as a part of a team.
<p>PERSONAL QUALITIES REQUIRED</p>	<ul style="list-style-type: none"> • Commitment to promoting equal opportunities • Able to plan and prioritise own workload and work to deadlines • Self-motivated • Ability to build relationships with a wide range of audiences, including those for whom English is not the first language • Proactive approach to the role
<p>OTHER</p>	<ul style="list-style-type: none"> • Desire to continue own personal development • Required to work from office and home depending on organizational and project needs and in line with Covid regulations