

Join Us as a Project Assistant at Forward Carers!



Job Role: Project Assistant Dorset/Wiltshire (Two Years Fixed Term)

Job Level: Project Assistant

Purpose: The Forward Carers - Project Assistant will be responsible for supporting the Programme Manager and Forward Carers Team to ensure a smooth implementation of the Carer Friendly Wiltshire and Dorset Projects, including any day-to-day tasks required for the successful delivery of our services and projects.

Hours of work: This role may be suitable for one full time candidate to cover Wiltshire and Dorset or two part time candidates, one for each area, please include your preferred hours in your application.

Job location: Home based with travel across Wiltshire, Dorset, and BCP. The nature of the role could require occasional regional and UK travel.

Salary: £23,088 (FTE)

Reporting to: Programme Manager

About Us: Established in 2014, Forward Carers is an award-winning not for profit social enterprise on a mission to create Carer Friendly Communities across the UK, places that understand and support unpaid Carers. We achieve this by developing partnerships with not-for-profit organisations who deliver our services. We also work directly with services, businesses, and employers to empower them to support the unpaid Carers in their communities.

Our current contracted services are Birmingham Carers Hub, Walsall Carers Hub, Carer Friendly Wiltshire and delivering the Carer Friendly ID scheme in Dorset. We also seek charitable funding from organisations such as the Big Lottery. We are a flexible and inclusive team and welcome applications from candidates from diverse backgrounds, including unpaid Carers and ex-Carers.

Your Impact:

As Project Assistant, you will support the successful implementation of the Carer Friendly Communities Projects in Dorset and Wiltshire. This role involves building business to business (B2B) relationships, raising awareness of the lives of unpaid Carers within the local and business community, delivering the Carers ID Card scheme and our Carer Friendly Communities objectives. You will collaborate with local Carers, businesses, organisations, Stakeholders and Service partners to support in improving the identification and lives of unpaid Carers.

Key Responsibilities

Business and community relationships:

- Build and maintain relationships with local communities to help roll out and develop the Carer Friendly Communities Project, including the Carer ID Card
- Seek out and engage businesses and organisations to make an offer to our Carers ID Card - Wellness Directory
- Approach businesses in a wide range of ways, including door to door, digital and events
- Support with identification and administration of Carer Friendly GP's, PCN's, and Hospital

Stakeholder Engagement:

- Work closely with internal teams and external partners to ensure strong working relationships

- Enable and empower Carers to have a voice within the programme to provide their valuable feedback. This includes finding and supporting Volunteers Carer Ambassadors
- Represent Forward Carers at a wide range of events and meetings in a professional manner, including Carers week, Carers Rights day, and Young Carers Rights Day
- Support Carers to access our online services, helping them navigate to online support as well as helping them book onto events, activities or for 1:1 support, this could be face to face, via emails or over the phone.

Reporting and Communication:

- Provide data to our internal reporting systems in an accurate and timely manner
- Respond to telephone and email enquiries, conveying accurate information promptly and appropriately
- Contribute innovative ways to identify hidden Carers and new business leads, alongside email campaigns and Mailchimp analytics
- Deliver and support Carer Friendly Communities Discovery sessions for local partners, business and Carers ensuring a timely follow up on any leads and all actions

Administrative Support:

- Support the administration of customer surveys and other team communications
- Assisting in the preparation and distribution of materials and stationery required for events
- Preparing and providing Business welcome packs, certificates and any other admin required by project
- Providing content for socials, newsletters and in print materials, as directed by the Programme Manager and Communications team.

Who You Are: As a Project Assistant you will be responsible for supporting the Programme Manager in implementing and developing our Carer Friendly Communities programmes in Dorset and Wiltshire. An enthusiastic, organised, and skilled communicator with experience of nurturing professional and community relationships in a range of contexts. You will be an effective team player with the ability to be flexible and adaptable to support on other projects as needed.

You'll Thrive With:

- **Local knowledge:** You will be building successful B2B relationships. A sound understanding of Dorset or Wiltshire rural and urban communities will help you succeed in this role
- **Exceptional Skills:** Possess good organisational and communication skills, with ability to create digital communications, content creation, and social media. A passion for impacting positive change in the lives of unpaid Carers.
- **Personal Strengths:** Diplomacy, strong intrapersonal skills, and ability to negotiate. Self-discipline, and compassion defines your approach to work and life.

Ready to Make a Difference? If you're passionate about enhancing the lives of Unpaid Carers and thrive in a role that requires independent working and offers variety, challenge, and the opportunity to grow, we would love to hear from you. Your journey with Forward Carers promises to be rewarding, impactful, and a vital part of our community's support system.

How to Apply?

To apply for the role of Carer Friendly Project Assistant at Forward Carers, please submit your CV, a one-page covering letter, your preferred hours (full time or part time) and your response to the questions below.

Your covering letter should show your experience or your potential to learn skills, and passion for the role. Include specific examples that show your what will make you successful in B2B relationships, networking, and stakeholder engagement.

In addition, please consider and answer the following questions and submit this with your application.

Pre-interview Questions (please respond to both question on a maximum of one page of A4)

1. **Business Relationship Experience:** This role requires approaching businesses, sole traders, and organisations to commit a discount or offer to our Wellness Directory. Can you describe a project or initiative where you successfully approached and gained businesses support?
2. **Collaborative Stakeholder Engagement:** A significant part of this role involves collaborating with unpaid Carers, stakeholders, and external partners. Could you provide an example of a situation where you worked with a diverse group of stakeholders to develop programme or projects goals, and what were the key challenges and successes of this collaboration?

If shortlisted and invited for an interview, we will use your responses to these pre-interview questions as a key part of the interview process. This approach will allow us to gain deeper insights into your experiences and how they align with the needs of our organisation.

Applications should be sent to sarita.hale@cloverhr.co.uk by Friday 29th March and interviews will be held on Friday 5th April 2024. Please notify us at the point of application if you will require an alternative date. Thank you.

If you are invited to interview, we will ask you about any adaptations or accessibility needs that will support you to bring your best self to the interview.