



Programme Support Officer (Elevate Salford) Recruitment Pack

Closing Date: Thursday 10th July 12 noon

Interview Dates: Thursday 17th July (face to face)

Reference: PSO/July

Welcome from our Chief Executive

Hi, thanks for considering a role at Salford CVS.

Salford CVS has a long and proud history of making a difference in Salford – we were established in 1919! Our last State of the VCSE Sector research in 2021 showed that there are over 1,000 VCSE groups and organisations in the city, supported by over 7,000 paid staff and almost 62,000 volunteers. With a backdrop of pandemic recovery and rising costs of living their services and support of them has never been more needed.

I've been in post since 2013 and during that time I have led the development and diversification of the organisation and what we do. Alongside prioritising delivery of all of the key services associated with a CVS and Volunteer Centre, we also lead / participate in a wide range of other activities and programmes, including Wellbeing Matters (Social Prescribing) and Answer Cancer (Cancer Screening Engagement), to name just two.

I'm telling you all this because I'm keen to employ someone for this role who cares as much about this city, our sector, the diversity of our work and the people who live and work here as we all do.

We have a vibrant and multi-skilled team of paid staff here at Salford CVS, ably supported by our Board of Trustees and other volunteers. Our values of Passion, Innovation, Quality, Cooperation, Diversity and Impact and associated commitments are central to everything we do. Our team of 40+ paid staff come from a variety of backgrounds and experiences; what unites us all are those values and our commitment to our mission of 'Making a Difference in Salford'.

Thank you for your interest – and I really do hope you will consider becoming a member of the Salford CVS team.

Regards

Alison Page

Chief Executive, Salford CVS

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Introducing Salford CVS

Thank you for your interest in the role of Programme Support Officer here at Salford Community & Voluntary Services (Salford CVS). We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role. We have provided you with information and guidance to help you through the process, but should you have any difficulties please do not hesitate to contact

recruitment@salfordcvs.co.uk

Who we are and what we do

Please take some time to read our Strategic Plan for 2025-28, where we provide further information about our Organisation and our plans for the future.

<https://www.salfordcvs.co.uk/salford-cvs-strategic-plan-2025-2028>

The Benefits of Working for Salford CVS

- 28 days' holiday - rising to 30 days (after five years), plus Bank Holidays (pro rata for part-time)
- Paid sick leave – subject to terms and conditions of service
- A compassionate approach to dependents leave and compassionate leave -to help deal with life's unforeseen circumstances
- Pension scheme - with 7% employer contribution (and 1% mandatory employee contribution)
- Cycle to Work scheme
- Membership of the Hospital Saturday Fund via an employer subsidised scheme (optional and non-contractual)
- RHS family membership (optional and non-contractual)
- Development opportunities - we support and encourage our staff to progress in their careers (including formal training)
- A supportive working culture - we respect and support one another to do the best we can.
- We are an [accredited Living Wage Employer](#) (and Funder), ensuring not just our staff are paid the Real Living Wage but also that any Projects we fund can do the same.



Information specific to the post

Our new **Programme Support Officer** will be joining a dynamic, city-wide initiative that brings together VCSE organisations working to break down barriers to employment and enterprise for Salford's most vulnerable residents. You'll be working directly alongside the Programme Manager and our wider network of Elevate partners to ensure a coordinated, inclusive, and outcomes-focused delivery model. This includes supporting the roll-out of consistent reporting tools, building strong employer engagement systems, and helping us clearly demonstrate the life-changing impact Elevate is making in Salford.

You'll play a key role in connecting grassroots organisations, capturing rich data and stories, and driving operational improvements — all while making sure our programme continues to respond flexibly and compassionately to those we serve.

Are you the person we're looking for?

If you have:

- experience supporting projects or programmes, ideally in a social impact setting
- a structured, solution-focused mindset even in complex or fast-moving environments
- excellent communication and relationship-building skills across diverse groups
- a creative approach to presenting data and writing reports that show impact clearly
- the confidence to work independently and spot opportunities for improvement
- a genuine commitment to tackling inequality and supporting community-led change

...then we'd love to hear from you!

For an informal conversation about this post, please contact recruiting Programme Manager:

Sandrine.beaunol@salfordcvs.co.uk

Conflicts of Interest

Salford CVS staff are not permitted to volunteer for voluntary, community or social enterprise organisations based and / or active in Salford. This is to ensure that we are seen as impartial as the local infrastructure organisation for the VCSE sector in Salford and that our staff do not encounter any prejudicial conflicts of interest.

Job Description

Job Title: Programme Support Officer (Elevate Salford – Learning Skills and Work)

Hours: Full Time (37.5 hours per week)

Grade: NJC Point 16 - £30,518

Contract: 12 months (fixed term, continuation beyond this is subject to funding)

Responsible to: Elevate Salford Programme Manager

Place of work: Salford CVS offices and various community settings

Main purposes of the post

Elevate Salford is an innovative, person-centred, multi-partner programme funded by the Albert Gubay Charitable Foundation, supporting individuals facing barriers to progression in learning and employment. Working with 21 VCSE delivery partners, we provide a holistic package of support tailored to vulnerable groups including care leavers, ex-offenders, those with lived experience of homelessness, and others facing social exclusion.

We are seeking a highly organised and proactive Programme Support Officer to join the team and support the effective coordination, communication, and delivery of the programme.

Your responsibilities

Employer Engagement

- Help establish and manage the Elevate Salford Employer Network: maintain regular contact with existing employers, onboard new businesses, and keep accurate records of workplace offers including visits, placements, job opportunities, and self-employed contracts.
- Coordinate employer-led activities and work closely with delivery partners to identify suitable participants and match them with employer opportunities,
- Maintain a live opportunities tracker and support matching participants to relevant employer offers.
- Promote and track the impact of employer engagement by helping to develop short case studies or spotlight features, and by capturing outcomes and pledges from employers to showcase the programme's reach.
- Support the management and delivery of Elevate Job Café.

Programme Coordination & Delivery

- Support Elevate Salford delivery partners with accurate and timely reporting on participant outcomes, activities, and outputs.
- Provide face-to-face support to partners where needed to troubleshoot delivery or engagement issues.
- Assist with auditing participant files and ensure data quality and consistency across the programme.
- Maintain shared records and tracking tools to support programme KPIs.

Communications & Engagement

- Support the implementation of a communications strategy for Elevate Salford (e.g. pictures, case study collection, social media coordination with partners).
- Develop engaging updates, reports, and visual summaries for key stakeholders.
- Assist in organising partner events, steering groups, and celebration activities.

General Support

- Attend key meetings and represent the programme where required.
- Provide administrative support to the Programme Manager including scheduling KIT meetings, sourcing training, and follow-ups.
- Contribute to the continuous improvement of Elevate Salford delivery and partner collaboration.

Generic responsibilities (all Salford CVS staff)

- Attend and actively participate in monthly staff team meetings
- Attend and contribute to regular line management sessions with your designated line manager
- Be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
- Manage your own time and workload effectively, whilst also working as part of a wider team
- Promote the mission, vision, values and strategic priorities of Salford CVS
- Fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the Terms and Conditions of Employment and in related policy documents; and also actively implement and promote Salford CVS' Equal Opportunities Policy
- Ensure adherence to all relevant Health & Safety legislation, rules and procedures at all times
- Ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
- Undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS

This job description is intended as an outline of the general areas of activity and responsibility for the post-holder and may be amended in light of the changing needs of Salford CVS.

Person Specification

PS Ref	Skills, Abilities and Experience	Essential (E) / Desirable (D)	Assessment Method (Application A / Interview I / Presentation P)
PS 1	A practical understanding of project coordination or programme support, with the ability to use operational tools to manage time, reporting and delivery across multiple partners	E	A, I
PS 2	Experience of supporting or delivering complex programmes or projects involving multiple external stakeholders, ideally in the VCSE or public sector	E	A, I, P
PS 3	Ability to prioritise and manage competing deadlines while maintaining attention to detail	E	A, I
PS 4	Understanding of basic procurement or grant monitoring processes	D	A, I
PS 5	Commitment to continuous improvement with experience supporting partners to strengthen delivery or outcomes	E	A, I
PS 6	Excellent written communication skills and the ability to create accessible reports, resources or updates for a range of audiences	E	A, I
PS 7	Good analytical and problem-solving skills, with the ability to interpret data and spot trends	E	A, I
PS 8	Confident IT user, with experience of Microsoft Office and tools such as spreadsheets, forms, presentations or databases	E	A, I, P
PS 9	Experience of maintaining systems, templates or tools to support programme reporting or partner tracking	E	A, I
PS 10	Strong communication and relationship-building skills, able to work sensitively with partners, employers, and community members	E	A, I
PS 11	Ability to flag risks or delivery issues and work with colleagues to find solutions	E	A, I
PS 12	Ability to work flexibly and adapt to new or shifting priorities within a delivery environment	E	A, I
PS 13	A proactive, organised and collaborative approach to work with the ability to work independently when needed	E	A, I

PS 14	Experience of using or supporting digital tools such as online surveys or digital forms to gather data	D	A, I
PS 15	Awareness of data protection, safeguarding and confidentiality in programme delivery	D	A, I
PS 16	Experience of working in or with VCSE organisations and/or supporting individuals with complex needs	D	A, I

All Staff

-	Able to work flexibly – including unsocial hours on occasion (early mornings, evenings and weekends)	Essential	Application (Y/N)
-	Willingness to continue personal and professional development and to undertake relevant training, as identified with your line manager	Essential	Application (Y/N)
-	Willing and able to work from Salford CVS' offices in Eccles, Salford as well in communities / Family Hubs	Essential	Application (Y/N)
-	Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities.	Essential	Application (Y/N)
-	Willingness to undertake any other duties as appropriate to the nature and grading of the post.	Essential	Application (Y/N)
-	Willingness to support Civil Contingency activities in Salford	Essential	Application (Y/N)

How to apply and selection process

Salford CVS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form.

The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the person specification that are indicated for assessment in the application form (points 1 – 11) and ensure you number your answers accordingly.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. We therefore do not ask for academic or professional qualifications unless we really do believe that they are essential to the specific role.

Please do not send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form. If completing electronically, please use Arial font 12.

Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK. All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post. The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

Deadline for receipt of applications

This vacancy closes on Thursday 10th July at 12 noon

Please note late applications will not be accepted. Your completed application form and equal opportunities form should be returned by one of the following methods: Email: recruitment@salfordcvs.co.uk

There is no need to post an additional copy. If successful at shortlisting stage you will be asked to sign your application form at interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, Salford, M30 0FN.

Acknowledgement of receipt

Email applications will be acknowledged when we receive them.

Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope with your completed application form and we will return this to you.

Interviews will be held in person on **Thursday 17th July** at Salford CVS offices in Eccles.

