



Project Co-Ordinator
Job Description & Person Specification

Project Co-Ordinator	
Term	To be confirmed
Hours	30-37.5 hours per week. Hours/days flexible to the needs of the service
Salary	£17,550 - £19,500 full time (37.5 hours)
Holidays	4 weeks paid holiday, some must be taken during company closures at Christmas and usually at Easter too,
Responsible to	The Operations & Development Manager
Probation	3-6 months, flexible and extendable
Support	Individual monthly supervision & team meetings
Main aim & requirements	
<p>This is a detailed Job Description and Person Specification because the role is possibly unique in the UK. The overall aim is to support the growth of SPPOT as a sustainable social enterprise We provide training and volunteering for people who experience barriers to work and education through our dog walking, daycare & training services in accordance with SPPOT’s current Business Plan:</p> <p>We are looking for an efficient office administrator, who loves dogs and would relish the opportunity to get out of the office regularly to visit customers, walk dogs, meet new trainees and support our amazing Volunteer Dog Walkers.</p>	

Job Description

1. Work with the SPPOT Team to co-ordinate the development of SPPOT's dog walking services to:
 - Provide timely and appropriate support to the SPPOT Volunteer Dog Walking team members to ensure they have all they need to carry out their role, to best improve their own health and wellbeing, along with that of the customer and their dog.
 - Work with existing and new SPPOT customers from first contact and throughout their customer life with SPPOT to ensure the service is delivered to the highest quality standards through efficient record keeping.
 - To co-ordinate health and safety risk assessments for people and dogs and ensure they are observed and implemented.
 - To co-ordinate and help run Team Meetings to ensure all volunteer dog walkers have a weekly plan that works well for them.
 - Help to market the enterprise in order to make people aware of the work SPPOT does and maintain a steady input of trainees, volunteers and dogs to the service.

2. Coordinate the work of the SPPOT office:
 - Receive and deal with all enquiries into the enterprise
 - Complete and share the weekly dog walking schedule
 - Keep the administration up to date for the dog walking project
 - Keep the administration up to date for the dog daycare service
 - Keep the administration up to date for the accredited training services
 - Prepare rotas and planners
 - Manage invoicing, deal with petty cash, customers fees and banking.

Person Specification

Essential

- Enthusiasm, confidence and drive
- Possess proven administrative skills
- Excellent manner on the telephone, by email and in person
- Be very computer literate and able to use common software and applications such as Word, Publisher, email, online calendars and document storage.
- Excellent organisational skills, particularly managing people, time and tasks within tight timescales.

- Technical and practical skills to include setting up printing and collating written materials.
- Confidence to liaise with the people we work with outside of SPOT e.g. Aged Officers, Social Workers and so forth.
- Can communicate with and inspire adults, who have multiple and diverse barriers to education and employment.
- Can communicate sensitively and effectively with older and vulnerable dog owners.
- Experience of living with or working with dogs and must be fully committed to the ethical handling and training of dogs
- Excellent written and oral communication skills.
- Possess good risk management skills
- Ability to schedule a growing number of volunteers, dogs, customers and staff
- Will need to have or be willing to undertake training in the protection of vulnerable adults.
- Ability to willingly carry out up to four dog walks on any given day
- Can work well independently on own initiative
- Can work well as part of a team
- Have good time keeping
- Be very reliable
- Can take direction and give direction
- Car driver with a willingness to use own transport for carrying people and dogs (business insurance required, financial help may be available).
- Attend training sessions and meetings as required.

Desirable

- Experience of living or working with vulnerable people or in a related field such as education or mental health.
- Experience of using online booking systems and project management software.
- An understanding of marketing and how it relates to this specialist market.
- Financial skills such as bookkeeping or payroll

Employment Requirements

- Application form
- Practical session with trainees and dog walkers
- Practical organisation activity
- Interview to include
- Enhanced Disclosure and Barring Check (DBS)
- Two professional references
- Probation period of 3-6 months
- Proof of right to work in UK
- Car driver with a willingness to use own transport for role. Some aspects of the role may need to be carried out using public transport.