

PROJECTS OFFICER



RECRUITMENT PACK

April 2021



About Koreo

We are a learning consultancy that partners with people, organisations and communities to imagine and build a better world. We create radical learning spaces, programmes & ventures that help us all rise to the demands and urgency of our time.

Since 2004 we have become one of the UK's leading learning partners for organisations with a social purpose. As a small, committed team of learning designers and producers, facilitators and coaches, supported by a growing community of specialist associates and partners across the UK, we have worked alongside leaders in communities, supported household name charities to shift culture towards learning and transformation and brought together networks to collaborate across organisational, sectoral and geographic boundaries.

Our current projects include working to facilitate organisational learning with Crisis, the Health Foundation and Nacro, and delivering national learning programmes including the [Community Leadership Academy](#), [Civic Futures, 2027](#) and [Charityworks](#).

Our approach

We believe everyone has a part to play in building a more just and regenerative world - and that in complex and urgent times, it is only through constantly learning more about ourselves, each other and the world around that we will truly be able to create the real change and transformations demanded of us all.

Based on the understanding that these interweaving, and fundamentally social and cultural, processes of learning are at the heart of all social change, our mission is to help everyone experience the transformative power of radical learning in order to build a more just and regenerative world.

Our approach to learning:

- Brings to life the nature and scale of the defining issues of the 21st Century, and the transformations needed to address them
- Mobilises people, communities and networks around shared missions, focusing on the learning capacity of the whole
- Develops capacity for people, communities and networks to lead their own ongoing transformations
- Supports people, communities and networks to see themselves as part of the wider systems they operate within
- Increases capacity for working beyond boundaries, and across systems



What we're looking for

Projects Officer

Role	Projects Officer
Reports to	Senior Consultant/ Head of Communications and Engagement
Responsible	Support and oversight to Administrators where required
Oversees	Project plans
Benefits	Pension, Travelcard loan/ Cycle scheme, flexible working, 20 days + bank holidays annual leave entitlement
Contract	12 Months
Hours	37.5 hours per week
Based from	London (with remote working in the UK available in agreement)
Salary	£21,300-£24,000

The role in brief

1. Responsible for administration and coordination of operations and communications across a portfolio of Koreo's programmes and projects including our Kickstart, Lead 365 students' union officer development programme and consultancy work
2. Responsible for supporting business development activities and the administration of leads and contacts
3. Responsible for contributing to the team and self development as part of a thriving working culture at the company

Main responsibilities

Administration and coordination of operations and projects

Project planning and management

- Responsible for providing operational support and project management to projects and programmes across a portfolio of work, including the Koreo Lead 365 students' union officer development programme
- Responsible for creating, overseeing and reporting on project plans accurately to ensure the delivery of desired objectives



- Responsible for monitoring compliance with policies and evaluating project plans and programmes to ensure effectiveness and efficiency

Coordination and delivery support

- Responsible for supporting the delivery of learning spaces, programmes and ventures across Koreo's portfolio including preparing, drafting, editing and proofing session content, slides and reports
- Responsible for supporting delivery teams, facilitators and participants to engage with learning programmes and spaces including participants on the Koreo Lead 365 officer development programme and other students' union training programmes and opportunities
- Responsible for collecting and analysing evaluation data and information about project and programme performance, engagement and satisfaction
- Responsible for providing administrative support to ensure the efficient and effective running of projects and programmes across Koreo's portfolio

Research and communications support

- Responsible for drafting, proofing, editing and sending communications related to the students' union portfolio and other projects including client, participant, interested parties and via social media and other platforms including the Koreo website
- Responsible for supporting the development of research and content related to students' unions and Koreo's other programmes and interventions
- Responsible for supporting the running of events and shared inboxes and management of data to support the efficient and effective running of projects and programmes including proficient management of assigned projects and contacts on company systems

Supporting business development activities

Administrative support

- Responsible for providing administrative support for business development activities including but not limited to inbox management, identifying, researching and processing data leads and ensuring that all business development tasks are tracked using company systems in accordance with data protection
- Responsible for supporting the administration of relationships across the students' union portfolio of assigned client contacts and/or participants and ensuring effective communication with them and managing responses to their issues and needs
- Responsible for ensuring data regarding clients and business development opportunities are well managed and kept up to date routinely

Communications support

- Responsible for drafting and refining communications and messages to potential and current clients and stakeholders where required and writing, curating and drafting content for proposals and business development opportunities



- Responsible for supporting effective engagement with clients - including managing information, dashboards and responses to client issues and clarifications and producing/ providing content for proposals, pitch decks and client briefings
- Responsible for supporting engagement with Koreo's business development activities including supporting and creating events and other projects

Contributing to the team and self development

- Responsible for contributing to the development of a rich organisational and high performance culture across the company including but not limited to taking part in regular 121s, company check-ins, team meetings, events and development days
- Responsible for being committed to self development, including taking part in regular performance reviews, evaluation and reflection and giving feedback to colleagues
- Contributing to Koreo's strategy through sessions and workshops and being an ambassador for the company externally through events and sessions, webinars and other communications and marketing activities

Person Specification

Overview

- **Organisation, time management and task efficiency** – You are reliable and thrive on responsibility. You will be expected to manage competing priorities, delivering at pace to a high standard. Effective planning and strong organisation skills will be key to the success of this role
- **Ability to take initiative and effectively solve problems** – You are able to work independently and use initiative when needed. You are a natural problem solver, and you are able to quickly spot and manage key risk areas
- **Attention to detail** – You are an excellent proof-reader and you are able to work confidently with large quantities of complex data
- **Customer service** – You should understand who our customers are and show a commitment and desire to anticipate, meet and exceed their needs and expectations
- **Build positive relationships** – You are comfortable in a small, busy and ambitious team. You are be a good team player and able to build and maintain strong interpersonal relationships with colleagues and our community
- **Written and verbal communication** – You can communicate clearly and effectively, both verbally and in writing. You should be confident in conversing with a variety of people and be able to adapt your style to different audiences and through different mediums
- **Adaptable** – You cope well with competing demands and changing environments. You maintain your effectiveness and productivity throughout. You will be flexible and able to work in different settings and with different people



Detailed specification

Tested at: A = Application, I = Interview

Qualifications		
Good general education, typically to A Level or equivalent	Essential	A
University Degree or equivalent	Desirable	A
Experience		
Experience of working on and supporting projects	Essential	A, I
Experience of working effectively on own initiative and as part of teams	Essential	A, I
Experience working with databases and other systems including GSuite or equivalent	Essential	A, I
Experience of communicating with others well and effectively	Essential	A, I
Experience of problem solving using own initiative and creating proposals for action	Essential	A, I
Experience of providing administrative support to projects and teams	Essential	A, I
Experience of producing communications content and plans	Desirable	A, I
Experience of working with or as part of students' unions or students' union focused activity	Desirable	A, I
Experience of collecting and analysing data/ insights and writing/ producing reports	Desirable	A, I
Knowledge		
Basic working knowledge of creating and coordinating projects	Essential	A, I
Knowledge of students' unions and/or charities and the way they work and operate	Desirable	A, I
Knowledge of students' union officer experiences and journeys	Desirable	A, I



Skills		
Strong IT literacy especially in GSuite or equivalent software packages and the ability to quickly learn and adapt to new systems and processes	Essential	I
Strong attention to detail	Essential	A, I
Ability to prioritise workload and meet deadlines	Essential	I
Good communication skills, both oral and written – particularly ability to communicate with people at various levels	Essential	I
Strong problem-solving and time management skills	Essential	I
Ability to demonstrate strong work ethic	Essential	A, I
Ability to use design and communications software like Adobe and other platforms	Desirable	A, I
Values, attitudes and personal styles		
Desire to work on issues and themes of social change and/or for and with students' unions	Essential	A, I
Understanding and commitment to equal opportunities	Essential	I
Desire to identify and support people in overcoming barriers to learning and impact	Desirable	I
Desire and commitment to own learning and ongoing development	Desirable	I

Both the main responsibilities and person specification are not exhaustive, and the post holder will be required to demonstrate the ability to work across a number of areas as required by their manager during their time in employment with the company.



How to apply

To apply for this role please download, complete and return an application form which is available from [here](#) to hello@koreo.co by 5pm on Sunday 9th May. We would also request applicants complete a voluntary Equality and Diversity Monitoring Form, which can be accessed from the application form and return it alongside their application.

If you have any questions about applying or filling in an application can be directed to hello@koreo.co up to 48 hours prior to the application deadline.

We strongly encourage applications from people who are historically under-represented in positions of leadership in the social sector, students' unions, London and the United Kingdom, including Black and People of Colour, those from working class backgrounds and people with disabilities.

Our recruitment process:

- All applications are received centrally where they are anonymised by a member of our team before being shared with the panel for shortlisting and selection.
- Any applications received after the deadline will not be considered.
- Our team will shortlist candidates based on the criteria as presented within the role and person specification. We are unfortunately unable to offer feedback to non-shortlisted candidates; however, every applicant will be informed of the outcome of their application.
- Shortlisted candidates will be invited via email to take part in a panel interview, most likely held virtually, and that may also include some written and/or scenario-based tasks.
- Preliminary interview dates for this role are currently: 17th May.
- Appointed and shortlisted candidates will receive feedback on their application and performance through the application and interview process.
- References will be requested and verified following an offer of employment.

Further information

We also recognise that this recruitment process, and the opportunity to join Koreo, is taking place during a period of major instability and uncertainty in the wider world due to the COVID19 pandemic. Should any candidate or prospective applicant require particular arrangements or support related to this process or attending a digital interview during this time we are committed to working with you to support this as much as possible. We seek to ensure the accessibility of our recruitment processes for everyone so please let us know at any point during the process via hello@koreo.co.



THANKS.



For more information please
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