

Job Description

Job title	Employment and Skills Project Officer
Profession	Customer and Community
Band	F
Directorate	CCSO (Community Foundation)
Accountable to	Financial and Digital Inclusion Manager

Job Purpose:

To provide efficient and effective project and administrative support to the Financial Inclusion, Digital Inclusion and Employment and Skills teams.

Reporting to the Financial and Digital Inclusion Manager this post will provide the central point of contact and administrative support for the team, our partners and our customers. This post will require excellent organisation and customer service skills and will ensure that our processes place our customers at the centre of everything we do.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Financial and Digital Inclusion Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Provide first line support to our customers to identify and assess needs and suitability for the service and wrap-around support services.
- Process direct support transactions for customer vouchers and grants to ensure customers can access the support they need effectively and efficiently
- Responsible for managing inbound service referrals and enquiries via the phone, the team inbox and dynamics tasking queues, ensuring that all data is recorded accurately and efficiently and that the appropriate follow-up actions are put in place.
- Responsible for data management and entry of customer information to Dynamics 365 system and other internal and/or relevant reporting databases
- Provide high-level administrative support to the wider Employment and Skills Team which may include, updating publicity material, preparation of promotional/presentation materials, standard letters/forms, organising meetings and publicity events, mail outs and statistical updates.
- Responsibility for requesting, processing and documenting payments on behalf of wider Employment and Skills team, including Agresso management, purchase order requisitions, budgetary and transaction reporting.

- To efficiently and courteously liaise with, undertake correspondence and deal with telephone enquiries from external organisations, programme customers and residents.
- Accurate compilation and reporting of key performance indicators for the employment and training team.
- Assist in the maintenance of appropriate filing and electronic filing systems for the team, ensuring that information is easily accessible when required.
- To support the organisation and delivery of programmes, initiatives and events as required.
- To organise and attend meetings and customer appointments, as required, for the respective teams.
- To attend appropriate internal and external meetings and community events as may be required.
- To work at all times to the quality standards required, ensuring that the highest possible levels and quality of service delivery is maintained, and that improvement is planned and continuous.
- Complete customer satisfaction and social impact questionnaires collating the data and feedback as required.
- To work flexibly and participate in any other activities commensurate with the responsibilities of the role as required from time to time.
- Ensure compliance with the organisation's Equality and Diversity policy and relevant legislation.
- Ensure compliance with and promotion of the organisation's Health & Safety policy and legislation.
- Demonstrate a commitment to environmentally friendly practices in line with the organisation's Environmental Sustainability Strategy and relevant legislation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Exceptional Customer Service with a passion for providing first time resolution
- Ability to process and manage high volume data with accuracy
- Has or willing to work towards a formal qualification in advice and guidance at level 2 (or equivalent) or above.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1464			
2.0	4663	Rebranding	Oct 2025	