Project Coordinator

# Job description and person specification

Accountable to: Programme Director

Location: Currently remote working. Once restrictions allow, from our Cardiff office, Unite Building, 1 Cathedral Rd, Cardiff

Contract type: Initially 12m contract with expectation to make permanent.

Hours 28 hours pw

Salary: £24,000 FTE = £19,200k Pro-Rata 28hrs per week

Benefits inc: 5% pension contribution, good holiday allowance

# About TPAS Cymru

TPAS Cymru has supported social housing tenants and landlords in Wales for over 30 years and has a strong track record in developing effective tenant engagement through training, support, practical projects and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants’ benefit. We are also increasingly working to facilitate tenant participation in the private rented sector.

Locally we are developing best practice at landlord, tenant group and project level through practical advice, support, training and formal and informal consultancy. Across Wales we improve the quality of tenant participation through disseminating and promoting good practice.

Our Members (primarily Housing Associations and Local Authorities) are at the heart of everything we do and are key to our strategic vision of effective tenant and landlord collaboration in Housing.

At Government level, we contribute to policy change by informing about policy developments and issues, channelling the experience and needs of tenants and landlords to policy makers, and working with partner organisations to influence positive change.

We have offices in Cardiff and Colwyn Bay and operate across Wales.

Find out more at [www.tpas.cymru](http://www.tpas.cymru)

# Job purpose

As Project Coordinator, you will support the delivery of a diverse range of training, consultancy and research projects to ensure that our portfolio of tasks/projects is planned, managed and delivered effectively.

The work will be varied and includes the following:

## Project Delivery

* Carrying out research and information gathering with our members and contacts by online surveys, telephone or video calls relating to current or future consultancy projects and produce researching findings.
* Coordinating project programme delivery e.g., liaising with external organisations, scheduling meetings and activities to ensure programmes are kept on track, updated and to time.
* Working with staff and partners to coordinate the successful delivery of projects.
* Updating monthly and quarterly records to reflect the status of projects against targets.
* Draft and deliver research, consultation, and engagement with our members
* Assisting with end of project report writing and evaluation

## Event delivery

* Supporting the facilitation of online focus groups and networks sessions.
* Supporting the development of new training courses content and related marketing materials
* Supporting the delivery of training courses and facilitated sessions and workshops.

## Business Development

* Research and deliver recommendations concerning business growth opportunities.
* Undertake topical research into new developments in the fields of community engagement, digital communications and housing.
* Help to develop new tools, templates and engagement techniques.

## Communications & Marketing

* Use social media effectively and proactively to promote current projects and opportunities for our members and the sector.
* As a team member support and contribute to our digital engagement channels
* Write articles, blogs, publications based on agreed subjects
* Support colleagues to produce engaging marketing & communications material.

The post holder will report to Programme Director but as we are currently a team of 7 we work as a close team without ridged structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.

Like many organisations, we have a mix of income streams and short and long term funding commitments. This role is initially offered as 12month contract with aim on making permanent once post-pandemic landscape is clearer.

# KEY SKILLS / Person specification

This role would suit an organised individual, who likes a varied simulating role, who likes to get involved in a variety of different disciplines.

* Well organised and able to organise others
* Confident on the phone and online meeting settings
* Ability and enthusiasm to interact effectively and courteously with a wide range of people.
* Good digital confidence – able to use digital solutions such as Zoom, MS Teams, Google Meet and online survey tools.
* Confident and proactive is the use of social media platforms to promote work being undertaken and to market new opportunities.
* Effective and creative writing skills to showcase projects and to promote services.
* Ability to work with colleagues to develop questionnaires and outline scripts to get to heart of research objectives.
* Ability to write creative and engaging communications.
* Good IT literacy skills
* Ability to provide excellent customer service.
* Understanding importance of confidentiality.

March 2021