



Job Description – Programme Officer – World Habitat Awards

Post Title Programme Officer – World Habitat Awards

Responsible to Programme Lead – World Habitat Awards

Prime Function: To support one or more of World Habitat’s programmes. This role will initially work to support the World Habitat Awards team and external partners to identify and seek to encourage the adoption of good, positive and promising housing practices. The role will provide vital support to the team to enable it to work effectively. The role will generally be office based with occasional travel.

Starting salary £29,647

Principal Duties and Responsibilities

Programme delivery

- Work closely with your Line Manager and the rest of the team to support the co-ordination and delivery of World Habitat programmes including undertaking research, delivering events, publications and communications outputs as well as monitoring outputs.
- Provide support to the World Habitat Awards process (and related knowledge exchange activities) by managing an accurate recording system (currently held on Salesforce) and provide reports as required.
- Undertake activities to support colleagues to evaluate World Habitat’s current and previous work and identify good practice to promote awareness and understanding of our impact.
- Be the first point of contact for general enquiries via telephone, post and email, regarding the World Habitat Awards. Provide telephone and email support to World Habitat Awards applicants as required.
- Receive and take an active role in the assessment and processing of World Habitat Awards applications.
- Ensure accurate records are kept on Salesforce and prepare reports as required.
- Assist with evaluation visits, peer exchanges and other transfer work. Assist in the promotion of the Awards by identifying appropriate case studies and material for the World Habitat website and publications and writing copy.
- To lead on specific projects as agreed within the World Habitat Awards team.

Communications and networking

- Build and maintain relationships with key stakeholders to support the delivery of World Habitat programmes.
- Communicate content of a specialist or technical nature, to non-experts and experts alike, using high-level skills to tailor messages to specific audiences.
- Support our Communications team by undertaking weekly monitoring of our website and social media activity, alongside uploading and updating content on our website, and co-ordinating translations.

Development

- Continually update own knowledge and understanding in relevant fields.
- Share knowledge with colleagues, including supporting them in learning techniques and providing feedback on their activities.

Other

- Be an active member of the World Habitat staff team, including contributing to the general intellectual capital and playing an active role in the organisation's development.
- Undertake travel within the UK and internationally as and when required by the organisation. This is likely to amount to around 10 to 25 days per year.
- Undertake other reasonable duties in the context of this job description as required by the Chief Executive.

This job description sets out the level of responsibility and areas of duties of the post. Such duties may vary over time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and do not form part of the contract between World Habitat and the postholder.

PERSON SPECIFICATION

- Excellent written and verbal skills, ability to communicate complex issues in a clear, concise and accessible manner to a range of audiences.
- Knowledge of issues, organisations and networks relating to current international housing policy and practice.
- Excellent analytical skills, including the ability to draw conclusions and make recommendations based on evidence.
- Excellent IT skills including MS Office, WordPress and knowledge of Salesforce or a similar CRM system.
- Degree level qualification (or equivalent relevant experience).
- Ability to work on own initiative, including making effective decisions.
- Highly organised, efficient and accurate.
- Fluent written and spoken Spanish or French (Desirable).
- An ability to think logically and present information clearly.
- Strong self-management skills, including an ability to organise and plan effectively, producing quality work within tight and often competing deadlines.
- Be conscientious, honest and reliable.
- Be tactful, diplomatic, friendly and approachable, with the ability to deal positively and assertively with a wide range of people.
- The ability to build and maintain positive relationships while working effectively with partners and stakeholders.
- Be proactive and resourceful, with an ability to work independently, as well as in co-operation with others.
- A demonstrably strong commitment to equality, diversity and ethics.
- Prepared and able to travel overseas on a regular basis. This is likely to be between 10 and 25 days per year.
- Willingness to engage in continuing professional development, including a capacity and desire to develop knowledge and skills.
- Support the mission, vision and values of World Habitat.

Please note that we will only be able to provide feedback to those candidates who are shortlisted for interview.