



Systems Change Officer

Fulfilling Lives South East Multiple and Complex Needs Project



Person Specification

Ref: 978

This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to the points marked * and explain clearly how your experience and knowledge meets each of these requirements in the relevant section of the Job Application Form.

Experience

- * 1 Experience of working within the third sector and/or public sector and experience of working in the field of complex needs, homelessness, substance use, mental health or offending.
- * 2 Experience of positive partnership working, relationship building and collaboration.
- * 3 Experience of reviewing data/information, collecting data/information and collating written reports for internal and external audiences to high standards
- * 4 Experience of coordinating and delivering projects and working through projects in a systematic way

Skills/Ability/Knowledge

- * 5 Ability to work flexibly and collaboratively with external partners as well as within own team, nurturing and building productive relationships.
- * 6 Ability to communicate clearly, both face-to-face and at a distance, with excellent written communication skills to tailor content/messages for a variety of audiences (including experts by experience, colleagues, partners and other professionals)
- * 7 Familiar with project management/coordination approaches and methods of tracking project progress
- 8 Strong time management skills and the ability to prioritise workload, organise tasks and people, working to targets and deadlines.
- * 9 An ability to promote SU involvement within the organisation, systems change projects and wider project.
- * 10 Strong MS Office skills
- 11 Ability to think critically and adapt to change, working with colleagues and supervisors to find creative solutions for challenges
- 12 Ability to be sensitive and diplomatic when advocating for activity to support systems and service change projects.
- 13 Ability to utilise supervision and line management support effectively

- 14 Have an understanding of the broader Fulfilling Lives project outcomes and objectives and a commitment to achieving them.
- 15 Desirable: Knowledge of using social media channels and blogging

Attitudes

- 16 Commitment to building positive and healthy communications within the staff team and across the broader project.
- 17 A commitment to involving SU's in their own support and broader project development.
- * 18 A self-starter with a 'can do' attitude
- 19 Having a constructive and solution-focussed approach to problem solving.