



Programme Officer

Hours: Full time, flexible

Salary: Up to £28,148 including London Weighting

Pension: 10% employer contribution

Contract: Permanent

Based: London offices

Holiday: 25 days + Christmas break

Living Wage Foundation

The Living Wage is an independent movement of businesses, organisations and people who believe that a hard day's work deserves a fair day's pay. The Living Wage campaign was launched by London Citizens in 2001 and aims to ensure low paid workers have enough money to get by and enough time for community and family life.

The Living Wage is an hourly rate calculated according to the basic cost of living in the UK that employers choose to pay on a voluntary basis. The Living Wage Foundation recognises and celebrates employers that pay the real Living Wage through an accreditation programme which awards the Living Wage Employer Mark.

The independently-calculated rates are announced during Living Wage Week each November when we celebrate our growing network of Living Wage employers. There are now over 6,000 accredited Living Wage employers across the UK which has secured pay rises for over 220,000 employees.

Purpose

The Living Wage Foundation has an exciting opportunity to join our dynamic team as a Programme Officer. We are expanding our team and are looking for a highly motivated and organised individual to coordinate our accreditation scheme and help us to deliver our growth strategy. The roles will provide support to our network of Living Wage Employers, Living Wage Funders and Recognised Service Providers whilst supporting new organisations through the accreditation process, with a specific regional and sector responsibility.

The Programme Officer will support our Managers to deliver project strategies to grow and deepen engagement with Living Wage employers through associated schemes. There will also be some communications responsibilities to ensure our online and publicity materials are well written and up-to-date and opportunities to coordinate events to support and grow our network of Living Wage employers.

Main Responsibilities

Living Wage Accreditation

- Support key contacts at potential Living Wage Employers through the accreditation process, from dealing with initial enquiries to guiding them through the employer journey, to checking and processing their accreditation.
- Develop rewarding relationships with key employers, industry and campaign partners within our networks to build interest in the Living Wage and deliver a high-quality experience to our accredited employers.

- With support from the wider team, develop plans and strategies to grow the number of accreditations in specific regions or industries.
- Collate and disseminate Living Wage criteria and policy issues through both internal and external facing guidance, whilst reviewing and monitoring its suitability.

Project Support

- Support the development and implementation of projects to promote and grow Living Wage accreditations and develop the quality of service offered.
- Engage with a diverse range of internal and external stakeholders to support projects as required.
- Support the growth and development of new and existing Living Wage schemes including, Recognised Service Providers, Living Wage Funders, Living Wage Places, Living Hours, Global Living Wage and Living Work Consultancy.

Administration

- Respond to telephone and web-based enquiries by providing advice and support to employers and supporters.
- Provide administrative support for all aspects of the accreditation journey, including processing accreditations, recognitions and renewals.
- Maintain information stored on administrative systems for the Living Wage Foundation, including the Salesforce database of employers.
- Support the maintenance of our systems to ensure efficient processes and develop reporting mechanisms for effective monitoring and evaluation of our impact and progress against plans.
- Coordinate and administrate Steering, Advisory or Leadership Groups as required, including coordinating agendas, sending out timely papers, taking minutes and following up on actions.

Events and Communications

- Plan and organise events to celebrate and grow our network of Living Wage Employers, including playing an active role in the delivery of Living Wage Week and assisting other members of the team with event logistics.
- Represent and speak on behalf of the Living Wage Foundation at internal and external meetings and events.
- Develop or feed into employer resources including marketing materials, blogs, reports, templates and guides.

General

- Work with Citizens UK community organisers, members and leaders to promote civic engagement with and ownership of the Living Wage campaign.
- Responsibility for delivering agreed areas of the Living Wage Foundation's work plan and leading on agenda items to report into team meetings.
- Feed into the Living Wage Foundation strategy and objective development.
- Work collaboratively with the Living Wage Foundation and franchise teams to share learnings and experience and ensure that we are meeting the expectations of our network and stakeholders.

Person Specification

REQUIREMENTS		ESSENTIAL	DESIRABLE
EXPERIENCE AND QUALIFICATIONS	Proven, comprehensive experience in an administrative role	✓	
	Experience of using Salesforce or similar databases	✓	
	Experience of delivering a range of high-quality communications materials, including blogs, reports or resources		✓
	Degree or equivalent professional qualification		✓
REQUIREMENTS		ESSENTIAL	DESIRABLE
KEY SKILLS AND KNOWLEDGE	Excellent time management skills with the ability to juggle a wide range of competing demands	✓	
	Understanding of database and systems management	✓	
	Ability to take in and interpret information and present in a succinct manner	✓	
	Excellent communication skills, both verbally and written, combined with the ability to liaise with senior stakeholders	✓	
	Ability to act on own initiative to introduce and develop new systems as appropriate	✓	
	High levels of numeracy with strong attention to detail	✓	
	Strong IT skills to include MS Office and database software	✓	
	Understanding of the policy and campaign landscape in the UK		✓
PERSONAL ATTRIBUTES	A proactive approach to all areas of work with a 'can do' attitude and a flexible approach to work demands	✓	
	A strong commitment to the Living Wage campaign and principles of Citizens UK	✓	

Application Procedure

Method: Fill out application form which you can download at www.livingwage.org.uk/jobs. Please save file as 'Name – Programme Officer Application'

Submit to: recruitment@citizensuk.org

Please note: The subject heading of the email must contain the applicants name and the words 'Programme Officer Application'

Applications deadline: 12pm on Wednesday 25th March

Interview dates: Monday 30th March

The Living Wage Foundation is committed to being an inclusive employer. We value a diverse workforce and encourage anyone with an interest in this role to apply, regardless of whether you meet all the desirable criteria. We invest in our staff and will support you to develop the skills and knowledge required to deliver the role. We particularly welcome applications from black, Asian and minority ethnic (BAME) candidates, who are underrepresented at the Foundation. Please contact us if you would like to discuss flexible working arrangements ahead of applying.

There is a voluntary and anonymous [Diversity Monitoring Form](#) which helps the Living Wage Foundation to monitor against the aims and commitments of our Equal Opportunities Policy. We appreciate your help and cooperation by filling in this form.

For more about the Living Wage Foundation and Citizens UK please visit www.livingwage.org.uk and www.citizensuk.org.