

Projects & Change Officer

PART 1: JOB DESCRIPTION

| | |
|--------------------------|---|
| Job Title: | Projects & Change Officer |
| Location: | <p>Primarily based in Letchworth, SG6 1HB</p> <p>Travel will also be required to HILS' other sites in Hertfordshire (St Albans, AL3 5BU; Hertford, SG13 7BH; Hemel Hempstead, HP2 4EU; and Friendship House, AL10 0BU), and occasional visits to HILS' teams in Hampshire and West Sussex.</p> <p>Flexible working available, to be agreed with line manager.</p> |
| Salary: | £28,800 starting salary, with the opportunity for progression dependent on performance in the role. |
| Hours of Work: | 37.5 hours per week |
| Type of contract: | Permanent |
| Reports to: | Development & Transformation Manager |

Role Summary

Health & Independent Living Support (HILS) is a multi-award winning charitable social enterprise, working to support the independence of thousands of elderly and vulnerable adults every year. We deliver a range of life-enhancing services across Hampshire, Hertfordshire, and West Sussex, including meals on wheels, community wellbeing hubs, nutrition and falls prevention, and dementia support.

We are a dynamic and forward-thinking organisation, always looking for new and improved ways to meet the evolving needs of our clients and communities. As we continue to grow and innovate, we are seeking a dedicated **Projects and Change Officer** to support the delivery of new initiatives and drive continuous improvement across the organisation.

Role Overview

The Projects and Change Officer will play a vital role in planning, delivering, and evaluating key organisational projects, including service development, improvement initiatives, and change management processes. This role requires strong project management skills, a proactive mindset, and the ability to work across teams to help implement sustainable change that enhances outcomes for clients and staff. The post-holder will be creative and flexible, not only supporting with project management, but helping to set the direction for future change at HILS.

Principal Responsibilities

Project Planning and Delivery

- Support the end-to-end delivery of strategic and operational projects across the organisation.
- Develop detailed project plans including objectives, milestones, timelines, budgets, and resource requirements.
- Identify project risks and implement appropriate mitigation strategies.
- Ensure projects are delivered on time, within scope, and within budget.
- Schedule reviews post-implementation to ensure effective embedding into business as usual.

Stakeholder Engagement and Communication

- Liaise with internal teams, clients, and external stakeholders to ensure effective collaboration and input throughout the project lifecycle.
- Produce clear and concise communication materials such as briefing documents, progress updates, and impact reports.
- Facilitate meetings, workshops, and consultations to gather insights and encourage buy-in.

Change Management

- Support organisational change initiatives by identifying and documenting current processes and supporting the development of improved ways of working.
- Conduct impact assessments and help manage transitions by working closely with service leads and frontline staff.
- Promote a culture of adaptability and learning through inclusive change processes.

Monitoring, Evaluation, and Reporting

- Track project performance using appropriate tools and KPIs.
- Support the development of evaluation frameworks and gather data to assess the effectiveness and impact of new initiatives.
- Produce regular reports for senior management, funders, and other stakeholders.

Service Improvement and Innovation

- Contribute to the identification and implementation of opportunities to enhance HILS' services, systems, and processes.
- Research best practice, trends, and innovations within the community health and social care sector.
- Encourage feedback and ideas from staff and clients to inform service development.

Administrative and Operational Support

- Maintain accurate records and documentation related to project activities.
- Support funding applications by providing relevant project insights, data, and narrative contributions.
- Assist with the coordination of training, launch events, and internal communications related to project rollouts.

Other responsibilities:

- To have regard for the duty of care of information (with particular reference to the Data Protection Act) gained during the course of employment that relates to other employees, the public, contractors, etc.
- To ensure that excellent standards of customer care and service are maintained when dealing with members of the public and internal customers.

- To take responsibility, whilst at work, to preserve and enhance health and safety. To be familiar with the health and safety aspects of the work and avoid contact which would put at risk the health and safety of clients, team members and other people including visitors, contractors and members of the public.
- To understand individual responsibilities around safeguarding our clients, and ensure that all safeguarding concerns are raised in accordance with HILS procedures.

Important note:

This is not a complete list of all the duties and responsibilities of this role – HILS is a fast-moving organisation where requirements can change and everyone has to pitch in. We also want to work with your skills and experience so that we can make sure you are having the most impact. Therefore, you may be required to carry out other duties as directed by your line manager and other members of the Senior Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Satisfactory DBS check (*because all HILS staff work with vulnerable adults*)
- The right to work in the UK
- Ability to travel to all HILS' sites and external partner sites as required
- Project management experience

Desirable:

- Driving licence and access to own vehicle
- Experience of any of the following:
 - Working with elderly and vulnerable people
 - Working in the health, social care, or charity sector
- Project management qualification

Personal Qualities and Skills:

Collaborative working skills:

- Excellent communication skills
- Flexible, positive approach to working with others
- Strong networking, influencing, and interpersonal skills
- The ability to actively listen to, support, and gain the trust of others
- The ability to build and develop productive relationships and networks
- Empathy and appreciation of the needs of end users of HILS' services
- Confidence to lead others, encourage contribution, and respect the views of others

Business skills:

- Presentation skills
- A results-driven approach to work
- Constructive and innovative thinking
- Experience with impact measurement and evaluation.
- Proficiency in Microsoft Office and project planning tools.
- Ability to conduct comprehensive research to understand a topic

Personal characteristics:

- Resilient
- Flexible, adaptable, willing to change
- Able to deal with complexity and ambiguity
- A person-centric approach and moral purpose
- The ability to act with integrity, openly, and honestly
- The ability to work under pressure and to take on responsibility
- Commitment to HILS' values and mission to support vulnerable people in the community.

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.