



Job Title: Project Coordinator

Reports to: Head of Bounce Back Training & Employment Services

Salary: £29,000 per annum

Contract: Fixed term to 31st March 2027

Hours: 37.5 hours per week

Location: Office based (SE11)

Job Description

Job Purpose

The Project Coordinator is a key role to support the smooth operation of employment and training services by maintaining efficient administration and data systems across multiple projects. Reporting to the Head of Bounce Back Training & Employment Services you will play an active role in the co-ordination of Bounce Back training and employment services by ensuring teams have all the resources they need to be successful in their roles.

Core Responsibilities

- Support the planning, execution and delivery of projects through efficient coordination, data management and administrative support
- Act as a central point of contact for project teams to ensure projects are fully resourced and project plans are maintained
- Collating of documents, producing presentations and reports for internal and external stakeholders
- Maintain all project documents to ensure correct version control
- Support the smooth mobilisation and (de)mobilisation of contracts ensuring project timelines are met and any risks are mitigated through careful planning and monitoring
- Identify data gaps and work with teams to improve the integrity of data captured
- Participate actively in the planning and execution of employer and referral partner engagement events both in custody and the community
- Work with teams to support the collection of case studies and testimonials which can be used for both internal and external audiences
- Produce reports to show the monitoring of bursaries for participant expenses liaising with the Change Grow Live finance team to ensure we are within project budgets
- Handle incoming calls, monitoring main info@box ensuring emails are responded to and escalated to relevant teams and acting as a gatekeeper, ensuring messages are escalated and responded to efficiently
- Liaising with suppliers/donations of supplies for community trade-based training
- Support the onboarding and offboarding of employees including reference checks, right to work documents and DBS applications
- Liaison with Change Grow Live central support services to ensure smooth running of Bounce Back
- Ensure office supplies are replenished including consumable and training materials
- Invoice tracking and financial administration
- Support the drafting of MOU's with employers and partners and work with central legal team to ensure timely sign off
- Organise and attend meetings, producing actions and monitoring progress
- Keep track of all charity subscriptions and trade accounts

- Maintain Bounce Back's LinkedIn presence, creating and scheduling content that promotes organisational achievements, employer partnerships, participant success stories and upcoming events
- Ensure that GDPR requirements are being adhered to in relation to the storage of data, and review and update policies accordingly
- Act as an ambassador for Bounce Back at external networking events

Personal Specification

Knowledge and Skills

- Previous experience of project co-ordination or providing administrative support to a team
- An understanding of the challenges facing people leaving prison and/or recovery of substance use when entering employment and/or training
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using Microsoft office an advantage

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Energetic, passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines

This is not an exhaustive list of tasks, and you may be asked to undertake any other reasonable duties in with your post and the team's needs. Job descriptions are reviewed frequently and may be amended at any time in accordance with the needs of Bounce Back