

<b>Title:</b>	<b>Development Officer</b>
<b>Employed By:</b>	Down Armagh Rural Transport Partnership Ltd
<b>Purpose:</b>	To promote and enhance existing services and lead on innovation, digitalisation and sustainability through social enterprise development.
<b>Location:</b>	Hybrid – DART Partnership Offices & Homeworking 10 Charlestown Avenue, Portadown, BT63 5ZF
<b>Reporting to:</b>	Operations Manager
<b>Job type:</b>	Fixed term contract 3 years (with possibility of extension)
<b>Salary:</b>	£22,000 - £25,000 (depending on experience).
<b>Hours:</b>	37.5 Hours Per Week (Mon-Fri, 8am-4pm, some weekend work required)
<b>Deadline:</b>	<b>Applications to be received by 12 noon, 30th August, 2022</b>

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### **Be the Difference**

DART Partnership is currently looking for a knowledgeable and dedicated Development Officer to work full-time across the ABC Council area. We can offer flexible working arrangements, ongoing accredited training, professional CPD opportunities, and a supportive team environment.

### **Summary:**

As our Development Officer you will lead on the development of innovative new transport and training services to address the evolving transport needs of local communities as we adapt to living with Covid safely. You will develop new and innovative income generation activities and increase revenue from non-governmental sources. As a digital native you will develop engaging marketing and communication content for our clients and stakeholders and promote the ongoing digitalisation agenda at DART.

Communication and building new relationships is a big part of this new role – DART is looking for a creative, confident, quick-thinking individual to join our team. We want someone who has great attention to detail, who is an effective communicator, dealing with multiple awarding bodies, suppliers, trainers and clients throughout the day.

**Job Purpose:**

The overall purpose of the Development Officer role is to lead and support the ongoing process of service development and innovation, income generation and developing the DART brand across digital platforms. This will involve effective research, communication and new project development designed to modernise and improve services, improving outcomes for all DART clients and service-users.

**Main Accountabilities:**

- To develop digital media content and manage DART's website and social media platforms ensuring an accurate pipeline of relevant messaging and content.
- To meet agreed targets for increased income generation and sustainability across the organisation through developing new innovative services, reducing costs and actively seeking new funding opportunities.
- To develop improvement projects across the range of DART service functions, including policy research, project management, training and business planning.
- To implement policy and performance improvement projects within services across the organisation including leading on quality standards.
- Implement service and training review activities and plans in line with agreed outcomes.
- Implement service and training improvement projects that deliver on objectives based on customer feedback, business objectives, best practice and value for money.
- Involve and consult with users and stakeholders across the range of research projects and our service development work as required.
- Be responsible for effective customer engagement through the training life cycle including communication at all stages of the training process.
- To actively promote the DART partnership and DART Direct service across online and offline platforms.
- To maintain current and accurate contact databases and use this information appropriately in effective email/social media campaigns and lead generation.
- Undertake any other duties commensurate with the level and grade of the post as may be requested from time to time.
- To participate fully in Rank Foundation (postholder funder) activities and events. This is a mandatory requirement of the post and is a funding criteria for the organisation as successful grant funding recipient.

## **Essential criteria**

- A relevant degree/foundation degree qualification (or vocational equivalent) and/or minimum of 1 years relevant experience in the private, public or community sector.
- Excellent communication skills & ability to converse easily with other staff and clients
- A team player who will fit in and can work alone using your own initiative
- Excellent organisational skills – the ability to prioritise & manage your workload
- A positive, solutions orientated approach to challenges
- Creative mind to generate content and marketing campaigns
- Experience of using social media and a range of digital marketing & content creation tools
- Experience of producing digital content such a photographs and copywriting for social media and website posting
- Competence with various Microsoft IT packages such as Word, Excel, and PowerPoint
- Access to own transport as office is not accessible via public transport and for attendance at events

## **Skills & Abilities**

- Project planning - able to prioritise workload and complete daily and monthly activities within a satisfactory timeframe
- Customer focus - answer and direct phone calls as well as dealing with candidates/clients within the office
- Maintain and update databases accurately for awarding body processing/management meetings
- Liaise with trainers regarding paperwork, accessories and smooth running of their course
- Deal with general office administration duties when required
- Prepare training schedules and ensure all rooms are set up with all necessary equipment and paperwork
- Resource allocation - work closely with the Operations Manager to predict the demand for various new transport & training and development initiatives across DART
- Take responsibility for the administration of a range of learning and development activities including all coordination, participant management and materials management
- Develop and undertake action research and needs analysis to support new initiatives
- Communicate effectively both verbally and in writing at all levels

## **Values and Attitudes**

- Knowledge and understanding of the needs, including mobility needs and rights of people with disabilities
- Our current team works extremely hard, and we expect anyone that joins us to do so as well! We will consider any experience and any background however having previous experience in a busy demanding environment is an advantage, but full training will be provided.
- We are also keen to learn from you! If you have suggestions on how we could improve our internal processes, we will be keen to hear them. We know that each new person brings their own unique skills, knowledge, and ideas to the team and this excites us.
- You do not have to be an expert in everything, but you need to be willing to apply yourself and learn on the job! You will be part of an organisation which has the values of lifelong learning at our core. You will be supported and encouraged to develop your skills and learning.

## **Perks and Benefits**

- Free on-site parking
- Hybrid working arrangements
- Company events
- Accredited Training & Courses in Marketing/Leadership & Management
- Workplace pension
- Branded work uniform
- Christmas shut down

**Deadline for Received Applications 12:00 Noon, 30th August 2022**

**LATE APPLICATIONS WILL NOT BE ACCEPTED**

**Interviews scheduled for week commencing 12<sup>th</sup> September 2022**