Job Description

Job Title:	**Project Support Officer**
Grade and salary:	Grade 7.1
Weekly Hours:	28 hours, regular / permanent contract
Based At:	The Trust's offices at either Plumgarths near Kendal or Gosling Sike near Carlisle (with the opportunity for flexible and agile working including home working)
Reports To:	Head of Fundraising

Job Purpose:
To provide administrative and finance support for staff delivering externally-funded projects and support the development of new projects.

This includes partnership, nature recovery and community projects funded by a range of external bodies (including Defra agencies, Trusts and Foundations and National Lottery programmes, amongst others).

Mainly operating within the Development and Community Development Directorate and the Nature Recovery Directorate, to nurture good communications, coordination between teams and with the Finance and Resources Directorate.

Key Responsibilities and Accountabilities:

Ensure that all grant claims are accurate, supported by the correct evidence and are submitted on schedule.

Support externally funded staff to ensure an understanding of agreed budgets and how to monitor expenditure.

Maintain an alert system to advise Head of Fundraising and Head of Finance of any significant issues or variances in terms of project delivery, reporting or agreed financial budgets.

To support the development of new projects for external funders, particularly in relation to preparing budgets to ensure whole organisation costs are included. Undertake analysis of existing project expenditure to ensure future project budgets are more accurate.

Record funder and project information on the Trust's database, Access Charity CRM and produce reports for line manager, senior management team and the leadership team.

In close liaison with the Finance Team, ensure that the payments received match the payment requested and update this information on the Charity CRM.

Provide project management advice and a range of support activities to colleagues. including administering the use of the Trust's project management system, Monday.com.

In collaboration with relevant colleagues and in support of project managers and/or directly for allocated projects – prepare progress, financial and monitoring reports, as required, including Quarterly and Annual Reports.

Support the review process at the end of projects and help to collate key organisational learning from our experiences (both successes and failures) to help continually improve the Trust's performance.

Supporting the Trust

Be proactive in increasing the Trust's membership.

Raise the profile of Cumbria Wildlife Trust.

Seek to raise increased funds for the Trust.

Develop and participate in educational aspects of the Trust's work including events, guided walks and illustrated talks.

Any additional duties as outlined in the Annual Work Plan.

Any other duties that may reasonably arise from time to time.

All tasks and responsibilities to be carried out in accordance with the Trust's policies and procedures.

Reviewed: November 2026

Person Specification
Role: Project Support Officer

1. Qualifications & Experience:

The post holder will be expected to have qualifications and recent and relevant experience in the following areas:

		Essential	Desirable
1.	Understanding of budgets and financial systems to enable accurate information for claims to funders (we use Xledger).	•	
2.	Experience of using a database system for tracking funders, grant applications and claims (we use Access Charity CRM)	•	
3.	5 GCSE's including English & Maths at grade C / grade 4 or above, or equivalent qualification or experience.	•	
4.	Good level of experience of using Word, Excel and Outlook.	•	
5.	Understanding of the steps and processes needed for applications to grant and charitable trust funders, from budget compilation to claims and reporting.		•
6.	Experience in project management and associated administrative processes.		•
7.	Experience of working in a charity context.		•

2. Knowledge & Skills:

The post holder will have the following knowledge and skills:

		Essential	Desirable
1.	Excellent numeracy and data analysis skills.	•	
2.	Excellent communication, interpersonal and diplomacy skills.	•	
3.	Ability to extract and compile reports from finance and database systems.	•	
4.	Attention to detail with accurate data entry and the ability to spot inconsistencies in data.	•	
5.	Good organisation and planning skills with an ability to organise a busy workload and manage time well.	•	
7.	Ability to build strong relationships with staff and teams.		•
8.	Knowledge of fundraising standards.		•

3. Personal Qualities

The post holder should possess the following:

		Essential	Desirable
1.	Well organised, flexible, tactful, trustworthy and honest.	•	
2.	Confident in handling confidential information.	•	
3.	Personal resilience with ability to work flexibly and at pace.	•	
4.	Ability to contribute positively and be solution-focused.	•	
5.	Willing to follow established systems and procedures whilst being analytical and innovative.	•	
6.	Approachable team player that can inspire and motivate supporters and work collaboratively with colleagues.	•	
7.	Passion for and commitment to the core values of the Trust.	•	