

JOB DESCRIPTION

JOB TITLE:	Project Officer – Holiday Activities and Food (HAF)
SALARY:	£24,695 - £26,008
TERM:	Fixed-Term (3 years)
LOCATION:	Hybrid Remote / Wellington Office
HOURS OF WORK:	37
RESPONSIBLE TO:	Project Lead – HAF

Main Purpose of the Job

To coordinate and support the delivery of the Holiday Activities and Food (HAF) programme, working closely with the Project Lead to ensure high-quality, inclusive provision for children and families.

The role will take operational responsibility for key areas of delivery, including the management of family ticket allocation systems, ensuring fair and effective access for families most in need.

Summary of Responsibilities and Key Duties of the Job

1. Programme Coordination

- Coordinate day-to-day delivery of the HAF programme across multiple locations
- Work closely with the Project Lead to support planning and implementation
- Ensure providers deliver safe, engaging and compliant provision
- Maintain accurate records of delivery, attendance and outcomes

2. Provider Support and Communication

- Act as a main point of contact for delivery partners
- Support onboarding and ongoing communication with providers
- Share clear guidance, timelines and expectations
- Build and maintain positive working relationships across the provider network

3. Family Ticket Administration

- Lead the administration of family ticket allocation and distribution
- Ensure a fair, transparent and efficient process for accessing funded places
- Use data and local insight to target families most in need
- Monitor uptake and identify gaps in access or engagement
- Respond to family enquiries and resolve booking issues
- Work with partners to increase awareness and uptake
- Track usage and contribute to reporting on reach and impact

4. Monitoring, Data and Reporting

- Maintain accurate data using Excel and the SASP booking system
- Track attendance, engagement and programme reach
- Support reporting requirements for funders and stakeholders
- Identify trends and highlight areas for improvement

5. Partnership Working

- Work with schools, community organisations and local partners to support delivery
- Contribute to a joined-up approach across HAF and wider programmes
- Support targeted engagement of priority groups

6. Quality and Inclusion and Provider Development

- Promote inclusive practice across all provision
- Support providers to create welcoming, accessible environments
- Help ensure the programme reaches children facing the greatest barriers
- Support quality assurance processes, including site visits where appropriate
- Organise and support provider training and development opportunities linked to quality, inclusion and identified needs

7. Funding Agreements, documents and Payments

- Coordinate the funding agreement process for approved providers
- Carry out provider checks, including company information and required documentation
- Support the issuing, tracking and return of funding agreements and related documents
- Help resolve payment issues or missing information and respond to queries in a timely manner

Decision-Making and Responsibility

- Manage day-to-day operational decisions relating to programme coordination and family ticket allocation
- Escalate strategic or high-risk issues to the Project Lead where appropriate
- Work independently within agreed frameworks and processes

What Success Looks Like

- Family tickets are distributed fairly, efficiently and reach priority families
- High levels of attendance and engagement across HAF provision
- Strong relationships with providers and partners
- Accurate, timely data that supports reporting and decision-making
- Smooth day-to-day coordination of the programme

General Information

All work performed/duties undertaken must be carried out in accordance with relevant SASP policies and procedures, within legislation, and regarding the needs of our customers and the diverse community we serve.

Person Specification

Qualifications	
Valid driving licence and access to personal transport	Essential
Knowledge	
Strong organisational and administrative skills	Essential
Knowledge of the HAF programme or similar initiatives	Desirable
Understanding of barriers to participation (e.g. cost, access, SEND)	Desirable
Skills and Abilities	
Strong communication skills (written and verbal)	Essential
Ability to manage competing priorities	Essential
Highly organised and detail-focused	Essential
Proactive and solutions-focused	Essential
Approachable and relationship-driven	Essential
Able to work independently and as part of a team	Essential
Committed to improving outcomes for children and families	Essential
Experience	
Experience of coordinating programmes or projects	Essential
Experience working with multiple stakeholders or partners	Essential
Experience using data systems or spreadsheets (e.g. Excel)	Essential
Experience working with children, families or community programmes	Desirable
Experience using booking or registration systems	Desirable
Work-related Requirements	
Willingness to travel locally	Essential
Occasional evening and school holiday working during peak delivery periods	Essential