

# Role profile

## Senior Project Support Officer



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## Post

Senior Project Support Officer

## Salary

NJC Scale 19-22 equates to £32,061 - £33,699 pro-rata

## Location

Hybrid working - a combination of remote working from home and working from designated base (Leyland). A minimum of 2 days in this office.

## Reporting to

Training & Development Manager

## Contract

30 hours – Open to flexible work pattern, by negotiation

Fixed Term – initial 12 months with a potential to extend subject to Funding

## Benefits

Flexible working hours; free parking (Leyland office); access to the SMART Pension Scheme; 33 days holiday inclusive of Bank Holidays plus additional discretionary Christmas Leave and regular wellbeing activities, wellbeing hour and team development activities; a commitment to your professional development

## About Active Lancashire

Founded in 2000, Active Lancashire is the strategic lead for sport and physical activity in Lancashire. We are one of 43 Sport England led [Active Partnerships](#) that drive a sports and physically active delivery system across the country. Our role means that we engage partners, empower communities and enable individuals across the county so that they can reap the benefits of a more physically-active lifestyle.

Together with our partners, we achieve this by leading, facilitating and delivering [life-changing projects](#) and services across the county that tackle inequalities, transform communities and help people lead happier and more prosperous lives.

By joining our organisation, you will gain a better understanding of local communities and the issues they face, and how our partnership work tackles those issues. Your work will have a direct impact on our communities and bring positive change into people's lives.

## Our strategy – A Decade of Movement

In 2021, we launched our new strategy, marking an important moment in our history and an exciting moment for the future of Lancashire. 'A Decade of Movement' is based on the belief that every individual deserves to live an enjoyable and active lifestyle.

The links between increased levels of physical activity and improved health are well known and by getting more active, we know that individuals across the county can transform their lives. Our new strategy highlights that through our partner work and the delivery of our projects and services, we can use the power of physical activity to improve employment rates, decrease levels of deprivation and improve overall health in Lancashire.

We want to see a future where every person has access to, and benefits from a physically-active lifestyle. To learn more, we invite you to watch our strategy [video](#), or alternatively, you can download the summary document [here](#).



# Our values

Through living our values, we shape our own culture and influence those around us.

We believe in our values and will apply them every day in everything that we do from delivering our projects and services to our participants, engaging with our partners and stakeholders and working together as a team.

If you are applying for a job with Active Lancashire, you will be asked to demonstrate some of the Active Lancashire values and how they would apply in your everyday work. **You may want to think about work experience or volunteering you have done or experiences from your personal life such as helping friends or family.**

## Working Together



We drive partnerships and work collaboratively

## Everyone counts



We value, respect and appreciate every voice

## Forward Thinking



We are innovative, bold and strive to improve

## Influencing change



Inspire others to change behaviours and improve lives

## Passion



We are passionate about what we do and care how we do it

## People first



People are at heart of everything we do

# The role

The Senior Project Support Officer plays a key role in supporting the growth of the organisation by managing administrative tasks, coordinating business development activities, and ensuring smooth communication between internal teams and customers. Successful delivery of the role will support the Operations Team with their contribution to delivery of the organisations strategy and will support the delivery of our training and skills offer. This role requires strong organisational skills, attention to detail, and the ability to work independently and thrive in a fast-paced environment while effectively juggling multiple priorities.

The ideal candidate will be a team player, with excellent attention to detail and the ability to accurately manage data. They will be able to deliver excellent levels of customer service and will be confident to speak to customers on the phone regarding course bookings or other aspects of Active Lancashire's work.

Managed by the Training and Development Manager, the post will work within and across the Operations team, which plays a vital role in delivering Active Lancashire's strategy and implementation plan. The role will primarily support the training and skills offer, including delivery of the ICB Making Every Contact Count contract, as well as a range of partnership training projects both within and beyond Lancashire.

It is important for the post-holder to embrace all of Active Lancashire's values, but particularly working together and people first, as the post-holder will be required to work with a wide range of team members, partners, stakeholders and customers.

# Responsibilities

## Operations Team Support

- Provide high-level administrative and coordination support across designated projects, ensuring all data, documentation and reporting requirements are delivered accurately and on schedule.
- Take ownership of meeting and event coordination, including managing logistics, producing and circulating professional-standard documentation, and capturing high-quality minutes and action logs.
- Serve as a key point of contact within the office, providing a professional and customer-focused service to all enquiries received in person, by phone, or via email.
- Maintain organised and compliant administrative systems, ensuring documentation, data handling and digital records meet internal quality expectations and GDPR requirements.
- Support continuous improvement within the Operations team through identifying opportunities to streamline processes, strengthen data accuracy, and enhance customer and stakeholder experience.
- Actively promote training courses across relevant social media and digital platforms, creating engaging posts, coordinating with the Marketing team, and monitoring engagement to support increased visibility and uptake.

## Training and Skills Administration

- Lead the coordination and administration of Active Lancashire's training and skills programmes, ensuring all processes run efficiently and to a high professional standard.
- Oversee end-to-end course delivery logistics, including venue procurement, tutor liaison, system setup, participant registration, and proactive management of customer enquiries.
- Quality-assure post-course processes, including timely collection and verification of tutor documentation, analysis of participant evaluations, and accurate processing of certification requirements.
- Manage financial administration for the training offer, ensuring all participant payments are recorded, reconciled, and followed up, and that supplier invoices are processed correctly in line with internal controls.
- Provide advanced administrative support to the Training Centre, including accurate recording of compliance-related data, preparation for audits, and structured collation of learner feedback for reporting purposes.
- Produce regular data reports and insights relating to attendance, outcomes and trends, ensuring information is accurate, accessible and aligned to GDPR best practice.

Any other administrative duties reasonably required to support the work of the Operations team.

### What Good Looks Like

- Customers experience a seamless and professional journey.
- Business development performance improves through strong relationships and insights.
- Systems and data are accurate, intuitive and well-maintained.
- Training delivery runs smoothly due to excellent coordination.
- Marketing activity is timely, aligned and results in increased uptake.

# Person specification

Applicants will be expected to demonstrate these experience, skills, abilities and attributes.

Selection criteria	Requirement
<b>Qualifications and training</b>	
Maths and English at grade C (or equivalent) or above	E
<b>Experience</b>	
2 years' work experience in business development administration, customer liaison or training coordination	E
Experience of managing data, such as processing course bookings or recording project data	E
<b>Skills, knowledge and attributes</b>	
High levels of customer service to internal and external customers	E
IT Skills – ability to use Microsoft Office (Excel and Word), Outlook and Teams	E
Good attention to detail and with strong data accuracy and reporting skills	E
Strong communication with the ability to liaise with internal team members and external customers and stakeholders	E
High level organisational and time management abilities	E
Confidence to work independently and remotely with strong accountability	E
An understanding of Basic GDPR requirements for data management	E



# Location

Hybrid working – we offer a combination of remote working from home and working from designated base (Leyland). This role would require a minimum of two days from the Leyland office.

Homeworking risk assessments are carried out for all employees working from home.

## Application process

To apply, please submit a CV and cover letter (of not more than one page), explaining clearly why you are interested in the role and suited to it (based on the person specification), to [jobs@activelancashire.org.uk](mailto:jobs@activelancashire.org.uk) or apply via the website at [www.activelancashire.org.uk](http://www.activelancashire.org.uk).

If you would like an informal discussion about the role, please contact Beth Kay (Operations Manager) [bkay@activelancashire.org.uk](mailto:bkay@activelancashire.org.uk)

### In addition, please provide the following information:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed).
- Any reasonable adjustments we can make to assist you in your application or the selection process.

For information on how Active Lancashire processes your data, go to [Privacy Policy](#) | [Active Lancashire](#)

## Closing date

**Monday 24<sup>th</sup> February 2026**

## First stage interviews

**Tuesday 3<sup>rd</sup> March 2026**

All successful candidates will have been contacted by Friday 27<sup>th</sup> February. If you have not heard from us by this date, please assume your application has been unsuccessful.

We are an equal opportunities employer and we welcome applications from all suitably qualified persons regardless of their sex; religious or similar philosophical belief; political opinion; race; age; sexual orientation; whether they are married or are in a civil partnership; whether they are disabled; whether they have undergone, are undergoing or intend to undergo gender reassignment. We strive to ensure that our staff represent people from all backgrounds; this is not only the right thing to do but will ensure that we can achieve the best results for the communities that our organisation serves.

