Community Development & Health Network

Building Fair and Healthy Communities Together

PROJECT OFFICER RECRUITMENT PACK

Job Purpose

The Project Officer will have a dual role, supporting the day-to-day delivery of the Maternity Disparities Consortium Community Engagement and Co-Production Core Function (MDC CECP) while also leading the management and development of CDHN's membership and engagement data systems. CDHN is a partner in the MDC consortium and co-leads the CECP core function.

Working closely with the Project Manager and colleagues across the consortium, you will provide project coordination, administrative support, communications, and data management. You will also help maintain and improve CDHN membership and engagement data systems. This varied role offers the opportunity to make a meaningful contribution to both the successful delivery of a UK-wide programme and CDHN's ongoing work to improve outcomes for communities.

About CDHN

For more than 30 years, CDHN have supported action on the social determinants of health, with a network of over 2,300 members and supporters and 140 community and voluntary organisations, we have extensive reach across Northern Ireland and beyond. We focus on disadvantaged communities and raising awareness of the root causes of poor health and inequality. We bring together people, communities, organisations and decision-makers to identify needs, recognise local strengths, share skills, generate evidence and take action to create a fair and equal society.

CDHN Vision
A fair and equal society where everyone experiences their best health and wellbeing

CDHN Mission
To champion community development approaches to tackle the social determinants of health and achieve health equity

CDHN Values

We are committed to living the following values in all aspects of our work:

- Social justice and sustainable development
- Equality, human rights and anti-discrimination
- Participation and inclusion
- Collective action and community empowerment
- Integrity

About Maternity Disparities Consortium

Maternity Disparities Consortium (MDC) is a UK wide programme, funded through National Institute for Health and Care Research (NIHR) Inequalities Challenge. It brings together a diverse range of organisations with expertise in research, capacity building and working with people and communities to deliver a step change in maternity outcomes and developing future research leaders in this area of need.

The programme has three interconnecting themes focusing on inequalities before, during and after pregnancy. These are supported by two cross cutting workstreams and two core functions. including the Community Engagement and Co-Production Core Function. To find out more about the Maternity Disparities Consortium and its work, visit the MDC website: https://mdc.nihr.ac.uk/

The MDC Community Engagement and Co-production Core Function (CECP) is jointly delivered by Queen's University, Belfast (Lead), Community Development and Health Network (CDHN), Groundwork London, and the University of Sheffield (Co-leads). It will

- Ensure that activities are grounded in lived experience, with people and communities as equal partners in shaping research across the Consortium.
- Promote accountability and ensure that community engagement and co-production are meaningful and relevant across all themes and workstreams.
- Promote shared power, meaningful involvement and long-term partnerships with communities, with a particular focus on ensuring that women, families and communities facing the greatest inequalities, including Core20PLUS groups, are able to influence the research that affects them.

Frequently used acronyms in this recruitment pack			
CDHN	Community Development and Health Network	**CoP**	Communities of Practice
NIHR	National Institute of Health and Care Research	**GIS**	Geographic Information System
CECP	Community Engagement and Co-production Core Function	**PPIE**	Patient and Public Involvement and Engagement
MDC	Maternity Disparities Consortium	**CRM**	Customer Relations Management system

Job Description: Project Officer

Job Title: Project Officer
Ref No: MDCPO/202610

Job Title:	Project Officer
Hours:	21 hours per week
Place of work	CDHN office in Newry, Northern Ireland one day per week, with flexible home working on other days. Travel to locations across NI and UK as required.
Reports to:	Project Manager (CECP MDC)
Salary:	Pro rata'd for 21 hours from full-time rate of £31,537 - £33,699 for a 35-hour week (NJC Scale 6 point 18 -22) Commensurate with experience, skills and qualifications Employer's Pension Contribution 6%
Holiday Entitlement	Pro rata'd from full-time entitlement of 25 days per year plus 12 statutory days.
Contract:	*18 Month Fixed Term Contract (with possibility of extension)*
Closing date	Monday 23rd November 2026 @10am
1st Interview date	Monday 30th November 2026, online via MS Teams
2nd Interview date	Monday 7th December 2026, Newry, Northern Ireland

Job summary

The project officer is a dual role, you will support the Project Manager (CECP MDC) and play a key role in the day-to-day delivery of the MDC Community Engagement and Co-Production Core Function (CECP), coordinating activities, managing schedules, maintaining project records, and ensuring effective communication across the programme. Using CDHN's Salesforce CRM system, you will also coordinate the administration of the CECP Communities of Practice and support engagement with MDC partners, team members, and the people and communities involved in the work.

You will also lead the management and maintenance of CDHN membership and engagement data on CDHN CRM system. You will ensure membership and engagement data remains accurate and appropriately linked to contacts, organisations, and all CDHN activities. In addition, you will ensure

the system aligns with organisational objectives, and supports communications, engagement, marketing, and impact work.

As much of the role takes place online, you will bring strong digital skills and a willingness to learn and support others in using digital tools effectively for engagement and communication. You will organise and provide technical support to online and hybrid meetings and events, manage multiple SharePoint sites and Microsoft Teams channels, and confidently use CRM and other relevant digital tools. You will also use these digital tools to analyse data and produce clear, accurate reports.

This role offers an excellent opportunity for an organised and motivated individual who brings a strong mix of knowledge, skills, and adaptability, thrives in a fast-paced and varied environment, and is committed to delivering meaningful impact for communities.

Key Duties and responsibilities

1. CECP MDC

1.1 Support Project manager (CECP MDC) in delivery of their role
1.2 Maintain SharePoint folders and Teams channels project documentation on MDC partners' and CDHN sites
1.3 Organise meetings and events (online, face-to-face, hybrid) and provide technical support
1.4 Coordinate diaries, meetings, travel, and logistics across MDC partners
1.5 Record and circulate timely, accurate meeting minutes
1.6 Provide administrative support for the Communities of Practice using the CDHN CRM system, and coordinate communications with members regarding meetings, events and activities through email, telephone and other digital channels

2. CDHN Membership and engagement

2.1 Lead on CDHN CRM membership and engagement development project
2.2 Manage membership and engagement data on CRM System, including converting leads into members, maintaining data accuracy and ensuring membership and engagement data remains accurate and appropriately linked to contacts, organisations, and CDHN activities.

3. Data and Digital

3.1 Maintain high-quality, accurate, and consistent data through regular checks and updates
3.2 Develop and maintain documentation on standard operating procedures (SOPs), processes, configurations, and best practices for CRM
3.3 Develop reports and dashboards on the CRM to demonstrate reach and impact
3.4 Share knowledge and learning on CRM with the team and support them to use digital tools and technology
3.5 Troubleshoot digital and data issues and escalate where needed
3.6 Support CRM development projects and test system changes
3.7 Proactively develop digital skills by staying up to date with new developments, engaging in training and applying learning to improve functionality

4. Communications & Promotion

4.1 Act as a first point of contact for enquiries in a professional and friendly manner
4.2 Support preparation of communications (e.g. emails, newsletters)
4.3 Maintain accurate contact lists and stakeholder records.

5. General Duties

5.1 Participate in CDHN meetings, planning sessions and wider organisational development activities, sharing relevant learning and good practice.
5.2 Understand and adhere to organisational policies and procedures
5.3 Engage in ongoing learning and training
5.4 Demonstrate CDHN values in your day-to-day work and contribute positively to a collaborative and supportive team environment.
5.5 Undertake any other reasonable duties requested by CDHN

Project Officer - Person specification

Job criteria		Essential or Desirable
	Qualifications	
1	• Minimum of 5 GCSEs at grades A* to C, including English and Mathematics • Qualification in IT, computer science, administration or equivalent experience	**E**
2	Salesforce Administrator certification or equivalent	D
	Experience	
3	Strong working knowledge of database management systems, particularly Salesforce, supported by at least one year of proven experience in a similar role.	**E**
4	Strong working knowledge of Microsoft Office, in particular managing multiple SharePoint sites and Microsoft Teams and wider digital systems with proven experience in a similar role.	**E**
5	Experience organising meetings and events (online, face-to-face, hybrid) and providing technical support for smooth delivery of presentations, workshops and discussions	**E**
6	Experience of community-based approaches, community engagement, co-production or community development	D
	Skills	
7	Strong co-ordination and organisational skills with the ability to manage multiple tasks and priorities in a fast-paced environment, with proven ability to prioritise workload and meet deadlines.	**E**
8	Excellent attention to detail and data management skills with the ability to maintain accurate records, ensure data quality and integrity, and produce reliable reports through effective data entry, administration and quality assurance processes.	**E**
9	Highly analytical with strong problem-solving skills and the ability to troubleshoot system and data issues effectively.	**E**

10	Excellent written and verbal communication with the ability to explain digital technical concepts clearly to non-technical colleagues both verbally and in writing.	**E**
11	Ability to work effectively both independently and as part of a team, using sound judgement and a proactive approach, while maintaining a professional, positive and collaborative working style.	**E**
	Knowledge and attributes	
12	Self-motivated with a proactive approach to learning, continuous improvement, and adapting to new tools and technologies.	**E**
14	Commitment to confidentiality and data protection and understanding of data protection regulations (including GDPR) and best practice in handling sensitive information.	**E**
15	A commitment to CDHN's mission, vision and values	**E**
16	Willingness & ability to work outside normal office hours, including evenings and weekends, and to travel across the four UK nations as required.	**E**
17	Knowledge and understanding of health inequalities and the social determinants of health	D
13	Awareness of the role of data in supporting work in charitable work, service delivery, and impact measurement	D

How to Apply

Please submit your completed **application form** by email to **marionohare@cdhn.org** no later than 10 am on Monday 23rd November. (CV's will not be accepted)

Shortlisted candidates will be invited to attend an **online interview on Monday 30th November.** Candidates who are successful at this stage will be invited to a **second stage, in-person interview in on Monday 7th December**. Please note that these interview dates have been agreed in advance with the selection panel and cannot be changed. If you are unable to attend on the scheduled dates, we will be unable to progress your application.