



Job Description

Project delivery support officer – Our Place

Salary:	£29,000. to £32,000. dependent on the experience, knowledge and skills
Place of work:	AoD Centre for Independent Living, Mo Mowlam House, Clem Attlee Court, London SW6 7BF (This post is front facing and so is office based and onsite)
Contract:	Our new contract will be based on 35 hours per week, Monday to Saturday. (1-hour unpaid break) Funded by the National Lottery Community Fund and Propel London
Reports to:	Our Place Project Lead

The Organisation

Action on Disability (AoD), founded in 1979, is one of London's leading Disabled People's Organisations (DPOs). As we believe in the Social Model of Disability, our values and principles embrace inclusive and accessible ways of working, seeking co-production and co-design from our Disabled members, encouraging and respecting diversity. AoD is a medium sized charity with a Board of Trustees, 27 staff, a strong pool of casual staff and volunteers, including many with lived experience of disability - all of whom are passionate about removing the barriers faced by Disabled people. Action on Disability, Centre for Independent Living, Mo Mowlam House, Clem Attlee Court, London SW6 7BF Registered Charity No 1091518 AoD provides four key services: Youth, Employment, Welfare Benefits, and Independent Living.

'Our Place'

Our Place is a project that is facilitated and managed by AoD. It is a 3-year National Lottery Community fund and Propel London funded project that will sit within our Independent Living Service. Our Place creates a community space and resource hub that Disabled people can call their own – led by them and facilitated by AoD staff. This service will be genuinely embedded in the local area, meeting needs expressed by local Disabled people to have their own place, and building links with amenities, businesses, and event spaces in Hammersmith and Fulham.

We want to enable businesses to feel more confident to welcome Disabled people and remove barriers. We want to create an inclusive and accessible space for Disabled people to socialise, build skills, pursue interests, and develop peer relationships.

Our Place operates alongside, and enhances, our current service provision. Central to this is ensuring that Disabled people have meaningful ownership over the space, from Steering Board input to operational delivery. Activities will be determined by those accessing Our Place. Based on previous years activities might include leisure and training courses, seminars, talks, and enterprise development to develop skills that may generate an income. AoD staff will deliver practical advice, guidance, support, and signposting to more in-depth support. 'Our Place' will offer training, volunteering, and work opportunities to meet expressed needs.

The service will build on current success with peer mentoring to develop a pool of individuals providing peer-to-peer support and working with the local community to improve inclusion.

Disabled people will achieve their potential through four outcomes:

- Increased confidence, knowledge, and skills through opportunities to lead, learn and do new things.
- Reduced isolation and improved mental well-being through a place to socialise.
- Equity of access and participation in the local community.
- Mitigation of the pandemic's impact, through building new opportunities.

The Post

We are looking for a full time Project delivery support officer with a commitment to the vision of AoD to promote Independent Living, Peer Support and Co-production within this project. You will have strong community project delivery, administration and support skills, good written and oral communication skills, and the ability to support the project and work effectively as part of a team. Your working hours will be dependent on the Our Place project activity schedule and may include early evening and weekend work.

As a member of the Youth and Community Services Team, the postholder will be responsible for setting up and supporting project delivery and so will be required to:

Our Place Project

1. Support access for local Disabled residents who wish to participate in the 'Our Place' project.
2. With guidance from the project lead, you will support and respond to the Steering Board, led by local Disabled people, who will coproduce delivery
3. Support project comms through marketing materials and publicise the project to local Disabled residents and all other stake holders.
4. Support the coordination, development and delivery of activities, as directed by Disabled users and service lead.
5. Plan and deliver any events related to the delivery of this project.
6. Support the coordination of access to Advice, Information and Guidance.
7. Support fundraising initiatives to generate any additional funds to meet specific costs.
8. Support with the evaluation of project delivery and reporting on all areas of delivery.
9. Support the service lead and ensure qualitative data is recorded daily and uploaded to sales force and feed into any requirements relating to qualitative information gathering.

10. Ensure that all work is carried out within the boundaries of professional and appropriate behavior and ensure that people who access our services are safe from harm.
11. Ensure all work is delivered within all associated comprehensive risk assessments adhering to Health & Safety and safeguarding procedures.
12. Where expected and required, participate in a multi-agency and wider network approach which enhances the development of the service
13. Ensure work is underpinned by the principles of the Social Model of Disability and the 12 pillars of Independent Living.
14. Attend scheduled meetings and follow up agreed actions.

Organisational responsibilities

1. Work in accordance with Action on Disability's Aims, Objectives, and Values
2. Comply with all organisational and departmental procedures
3. Ensure safe, fair and responsible working practices, specifically AoD's Health & Safety, Equal Opportunities, Safeguarding and Confidentiality policies
4. Promote the work of AoD and the Social Model of Disability
5. Keep accurate records and support with monitoring statistics and evaluation information as required for internal and external purposes
6. Participate in, and actively contribute to, individual supervision, training, team, and organisational meetings
7. Work flexibly, being prepared to perform other duties commensurate with the role, which may include new areas of operation
8. Any other task as directed by management

Person Specification

This postholder is expected to:

1. possess relevant skills, experience and knowledge in community development and engagement work
2. demonstrate in-depth understanding of Disability issues and challenges to make change happen
3. demonstrate self-reliance and resolutions to support effective and complex community led groups and/or support
4. can write to a good standard of English

We want to recruit someone who is:

Professional
Positive
Motivated
Dependable
Flexible
Patient
Empathetic

Essential experience and attributes

The successful candidate will be required to undertake an enhanced DBS check.

Essential

1. An understanding, commitment and positive attitude toward Disability and experience of working for and with Disabled people.
2. Demonstrable experience of community project delivery.
3. Experience of coordinating the delivery of projects
4. Experience of supporting the fulfillment of reporting and monitoring needs.
5. Able to demonstrate an understanding of boundary management in relation to volunteers, staff and those who access a service.
6. An understanding of working within a multiagency, person-centered approach
7. A sound understanding and experience of effective team working skills
8. An ability to work flexibly and under pressure
9. Skilled in communicating with those who access a service and colleagues at all levels.
10. Report writing skills. Perceptive, observant, and able to translate observations into reports.
11. Experience of working in a busy community hub and taking an active part in the day-to-day tasks including a high level of computer literacy.
12. professional knowledge and experience of implementing safeguarding procedures and purpose.
13. To be able to demonstrate an understanding of equal opportunities in practice.
14. To be available for work during some unsocial hours according to the demands of the service.
15. Satisfactory enhanced disclosure and barred list clearance from the Disclosure and Barring Service.

Desirable

16. 3 years' experience of community project.
17. Basic knowledge of British Sign Language (BSL)
18. A sound understanding of the Social Model of Disability, coproduction and how these are implemented through delivery.
19. Willingness to travel locally

In return we provide:

- 25 days annual leave, increasing with 5-year service up to 30 days per year (Pro rata)
- Life Assurance x 1 salary (if you join the auto enrolment pension scheme)
- Company sick pay (after probation period): 1 week after 6 months and 1 month after 12 months. (Pro Rata)
- Employee Assistance Program

We are actively encouraging Deaf and Disabled people to apply

Application (marked 'Private and Confidential') must be sent to:

Ellie Sutcliffe-Veitch

Centre Coordinator
Action on Disability
Centre for Independent Living
Mo Mowlam House
Clem Atlee Court
London SW6 7BF

Email: ellie.sutcliffe-veitch@aod.org.uk

Closing date and time:

Friday 22nd August 2025 at 10am.

Interview dates:

Monday 01st September 2025

Location of interviews

AoD Centre for Independent Living,
Mo Mowlam House, Clem Atlee Court, London
SW6 7BF

AoD will actively interview throughout recruitment process, based on applications received.

Date: July 2025