



Project Support Officer Job Description

Job Title	Project Support Officer
Reporting To (Job Title)	STEM Event Sales Manager
Responsible For (number of reportees)	0
Date of Issue	30/06/2026
Contract Type	Permanent
Benefits	Salary: £29,580 Pension: (7% employer contribution) Private Healthcare
Location	Your place of work is Holly House, 74 Upper Holly Walk. CV32 4JL. Leamington Spa. There is an expectation that you will spend 40% - 60% of your working time at Holly House.

Role Purpose
The purpose of this role is to identify and engage schools that meet funder requirements and build strong, effective relationships with teachers to promote the full range of free Smallpeice Trust activities. The role ensures successful delivery of funded contracts by working closely with stakeholders to coordinate school lists, track progress, secure delivery support, and maintain accurate records in the CRM. It also involves managing logistics for STEM days, liaising with suppliers, and upholding high standards of administration through diligent CRM maintenance and adherence to the Trust's "right first time" ethos.
Key Tasks and Responsibilities
• Identify and engage with suitable schools who fulfil the funders requirements. This may involve researching, cold calling and/or engaging with schools who have previously worked with us. • Build and maintain relationships with teachers responsible for STEM within their school. • Understand and communicate to teachers the variety of free Smallpeice Trust activities on offer, this could include STEM days, Think Kits, Arkwright Engineering Scholarships and Student places on the Trust courses. • Work with the account managers across all your allocated contracts, to ensure all funder requirements are met. This may include ○ Compiling initial lists of suitable schools for us to work with for funder approval ○ Providing regular updates on progress relating to the contract ○ Liaising with companies and/or STEM ambassadors to gain support on STEM days and keep accurate records of their involvement. ○ Ensuring all elements of the contract have been successfully completed. • To ensure the success of the contract work with other key stakeholders: ○ Engage and allocate an appropriate deliverer for STEM days, ensuring they have all relevant information for the event. ○ Work with the team administrator to ensure all relevant processes are completed. ○ Liaise with external suppliers to ensure effective delivery of our Think Kit products and to ensure stock levels are maintained. • Maintain the CRM database to keep a record of calls made and emails sent and update details of confirmed bookings and orders. Maintain and update the CRM database with details on teachers, schools, students,



contacts and companies. • Collate and prepare impact data and reporting to present back to funders. • Develop a good knowledge of the Trust's activities to deal competently with enquiries. • Attend external events as required. • Adhere to the Trust's 'right first time' administration ethos. • This job description is not to be regarded as exclusive or exhaustive and you may be required to undertake various duties as may reasonably be requested of you by your manager or the Chief Operating Officer.
Key Deliverables & Results
The role is responsible for delivering strong school engagement by identifying suitable schools, securing bookings, and building effective relationships with STEM-lead teachers to maximise uptake of Smallpeice Trust activities. Success involves supporting contract delivery by producing school lists, providing timely updates, coordinating company and STEM ambassador involvement, and ensuring all contractual outputs are met. The postholder will also manage operational logistics, including allocating deliverers for STEM Days and working with internal teams and suppliers to maintain smooth processes and adequate Kit stock. Maintaining accurate CRM records, responding confidently to enquiries, representing the Trust at events, and upholding high-quality administrative standards are essential to achieving consistent, reliable results.
Key Relationships
• STEM Event Coordinators • STEM Engagement Specialists • STEM Event Sales Manager • Partnerships Team • Fundraising Team • Finance Team • Schools (as the beneficiaries of our programme) • Teachers • Volunteers • Partner organisations (including funding partners) • Students
Safeguarding responsibilities
• Take responsibility for promoting and safeguarding the welfare of children and young people. This includes working in environments where children and young people may be present. • Be aware of and ensure strict compliance with the Trust's Safeguarding policies and procedures and Code of Conduct. • Report any safeguarding concerns, no matter how small. • Undertake all safeguarding training as directed.
Data security responsibilities
• Maintain confidentiality of data and information that is sensitive to the Company, in line with Company policy and the Data Protection Act. • Be aware of responsibilities under the requirement of the Data Protection Act 2018 and ensure strict compliance with the Trust's Data Protection policies and procedures. • Minimise the risk of data security breaches by ensuring all Trust confidential data is handled and processed securely. • Report all data breaches immediately so that swift containment action is taken. • Undertake all data protection training as directed.
Health and Safety Responsibilities
• Be aware of and ensure strict compliance with the Trust's Health and Safety policies and procedures.



- Take a proactive approach to managing their own and others Health & Safety.
- Take reasonable care of own and others personal health and safety when carrying out the Trust's activities.
- Report any potential health and safety risks or hazards to line managers.
- Undertake all health and safety training as directed.

Standard Requirement of all positions

All employees are required to:

- Be flexible in their duties/responsibilities and perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
- Adhere to all Smallpeice Trust policies.

All employees must be willing to live The Smallpeice Trust Values and Behaviours:

- **Excellence** – we strive to be the best in all we do and how we deliver it
- **Collaboration** – we're supportive of each other and our partner, and work together to achieve the best outcome
- **Inclusive** – we welcome diversity and create safe spaces where everyone can be themselves
- **Inspirational** – we're motivating and encouraging, finding fun in failure and perfection in imperfection
- **Innovative** – we advocate for change by seeking new and different ways of working

What we're looking for:

Skills and experience that will help you succeed in this role:

- Minimum 5 GCSEs at grade C or above (4+), including English and Mathematics (or Functional Skills equivalent).
- Sales-oriented mindset motivated by goals and experience of meeting targets.
- Experience working in a outbound sales environment.
- Good command of English Language, both written and spoken with an excellent telephone manner.
- Excellent administration and record keeping skills.
- Ability to multi-task and work efficiently in a dynamic, fast-paced environment.
- Comfortable with interdepartmental communication.
- Self-starter with the ability to prioritise and manage time effectively.
- An eye for detail and a commitment to 'right first time' administration.
- Experienced Microsoft Office user for professional purposes, especially Word, Outlook and Excel.
- Mature and conscientious attitude, producing reliable and accurate work.
- Ability to maintain a high level of professionalism at all times.
- Act as effective team member, but also able to work on own initiative.

Bonus points If you have these:

- Experience of databases/CRM – ideally Dynamics 365.
- Knowledge and understanding of GDPR and the safeguarding of data.
- An understanding of the UK school and education systems.

Unsure about applying?

Research shows that many individuals, especially women and those from marginalised groups, may hesitate to apply for jobs unless they meet every requirement. You might feel like you don't tick all the boxes, perhaps due to a confidence gap or impostor syndrome, especially if you've faced exclusion or marginalisation in the past. We understand this, and we encourage you to apply anyway. We are committed to working with you and supporting your growth.



A bit about us:

The Smallpeice Trust

The Smallpeice Trust is an energetic and independent educational charity dedicated to addressing the shortage of engineers in the UK. We engage and inspire young people aged 8-18 to choose pathways leading to a career in engineering. Our vision is to get young people excited about STEM subjects, no matter their background, through fun, sustainable and educational activities delivered by inspiring experts and partnerships. We want to inspire the young people of today to become the changemakers of tomorrow. The Trust has a specific focus on widening the engineering talent pipeline through the engagement and inspiration of student groups currently underrepresented in engineering e.g. girls and less advantaged students.

Endowed in 1966 by Dr Cosby Smallpeice, a self-taught engineer, The Smallpeice Trust has a reputation for delivering professionally executed engineering programmes for young people, including Arkwright Engineering Scholarships, residential courses, one-day in school STEM events, and engineering projects. Our programmes are made possible through support (both financial and non-financial) from private, public and third-sector partners.

“Scientists study the world as it is, engineers create the world that has never been “
- Theodore von Karman

For more information visit <http://www.smallpeicetrust.org.uk>

Please note this job description is not designed to cover or contain a comprehensive listing of activities, accountabilities or responsibilities that are required of the employee for this job. The Trust reserves the right to alter or amend the job description, duties, responsibilities, and activities at any time with or without notice.