**Candidate Information**

**Behaviour Change Officer, London**

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| **Salary:** | Grade F:£24,938 per annum pro rata  (plus a £3,995pa (pro rata) London Weighting Allowance) |
| **Hours:** | Full time hours are 37.5 hours per week  This job can be considered for full time or from 30 hours per week. We are very happy to discuss working hours to suit individual circumstances. This role is suitable for job share / compressed hours / school hours. |
| **Contract:** | Permanent |
| **Disclosure:** | Enhanced DBS required for this position as the post holder may be working with children in educational settings. |
| **Base:** | Sustrans offices in London (244-254 Cambridge Heath Road, E9 2DA) with blended office / work from home arrangements |
| **Travel:** | This role will involve regular travel every week within Greater London; we may occasionally need you to travel further during the course of your work. |
|  | A key part of being the Charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for the majority of their work journeys. We support this with access to a Sustrans pool bicycle and National Standards Cycling Training. |

**Job Specific Information**

This is an exciting opportunity to join our Behaviour Change Team, delivering projects which make it easier for people to walk and cycle in a range of settings, including schools, universities, workplaces and community hubs across London.

You will work directly with people from a range of backgrounds, ages and abilities by engaging them in activities which empower them with the skills and confidence to walk, cycle and enjoy public space. In doing so you will tackle some of the city’s greatest challenges including the response to health and wellbeing inequalities, the climate emergency, the inequitable distribution of (and access to) green space, and the social injustice of private vehicle dominance.

**Where this role sits within Sustrans London:**

**Job Description - About the Role**

**Overview**

In this exciting role you will be delivering projects which make it easier for people to walk and cycle. Working directly with people from a range of backgrounds, ages and abilities you will encourage and upskill them to walk, cycle and enjoy public spaces by engaging them in programmes of activities and events, creating healthier, happier communities.

You will work in settings including community hubs, schools, universities and workplaces, collaborating with other stakeholders to secure and develop projects and tailor resources to respond to the needs of a diverse range of Londoners.

As a Behaviour Change Officer you may spend your day delivering guided cycle rides and walks from schools, organising learn to cycle sessions from a community active travel hub, or running activities to engage with a community as part of a long-term project. No specific qualifications are required, we just ask you to bring your skills, be enthusiastic and keen to learn (specific training will be given where required).

**Where this role sits in the structure**

Reporting to a Senior Behaviour Change Officer.

Working closely with local authority staff, project funders, colleagues on other Sustrans London teams and the Sustrans National Behaviour Change Team.

This role does not have line management responsibility.

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**Key Responsibilities**

Responsibilities may include:

1. To be part of a regional team delivering projects across a range of settings in London.
2. To work with partners to develop projects and resources that respond to the needs of a diverse range of London’s communities.
3. To harness all resources available to promote walking and cycling – including local authority and public health resources.
4. To develop and deliver activities and events which promote enable, empower walking and cycling through practical skills and awareness raising sessions.
5. Working with local authorities, and other partners to help people access actives, resources and training which will enable them to get walking and cycling.
6. Support improvements to London which make easier for people to walk and cycle by planning e.g. School streets and play streets.
7. To recruit local volunteers to support project delivery and ensure project sustainability.
8. To work with Sustrans Research and Monitoring Unit and Senior Behaviour Change officers to ensure we have robust means of measuring project impact.
9. To compile progress reports and presentations for project funders and maintain up to date records of activities delivered, number of participants and other data relevant to Key Performance Indicators (KPIs).
10. To provide stories and information to promote our work through presentations, workshops, press articles, social media.
11. To work as part of the wider team to help deliver London and National projects.
12. To contribute towards raising the profile of Sustrans, by representing the charity at meetings, activities and events, as required.
13. To support and comply with the charity’s guidance on branding, tone of voice and key messages, positively contributing towards raising Sustrans’ profile.
14. To ensure own personal impact and development by working to objectives set as part of the Charity’s personal development process.
15. To undertake core training including cycle instructor training, bike maintenance, ride leader training, first aid and child protection.
16. To perform any other duties consistent with the nature and grade of the role as agreed with the line manager.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we can train you in any gaps.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

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|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Experience of delivering multiple projects with competing priorities | ✓ |  |
| Experience of delivering practical projects | ✓ |  |
| Experience of leading group workshops and event planning | ✓ |  |
| Experience of working with and engaging communities | ✓ |  |
| Experience of working in partnership with other organisations | ✓ |  |
| **Skills and Abilities** |  |  |
| Excellent ability to communicate in an engaging and welcoming way to diverse audiences |  | ✓ |
| Excellent organisational skills | ✓ |  |
| Ability to motivate others |  | ✓ |
| Ability to plan and prioritise own workload | ✓ | ✓ |
| Excellent written communication skills, including report writing | ✓ | ✓ |
| Excellent verbal communication and presentation skills |  | ✓ |
| **Specific qualifications/ training required** |  |  |
| None |  |  |
| **Specific knowledge required** |  |  |
| Good IT literacy | ✓ |  |
| Understanding of active travel |  | ✓ |
| Understanding of issues facing communities that experience inequalities |  | ✓ |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future we will consult with the post holder before doing so.

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.