



Programme Support Officer

HOURS

35 hours per week

SALARY

£29,356 – £30,885

CONTRACT

Permanent

Dear Applicant,

Thank you for your interest in the Programme Support Officer role with the Plymouth Wellbeing Hub Network and Plymouth Creative Health Network.

This is an exciting opportunity to join a growing city-wide partnership that is working to improve health, wellbeing and community connection across Plymouth. The role is hosted by Improving Lives Plymouth (ILP) and offers the chance to support two innovative networks that bring together community organisations, health partners, local services, creative practitioners and residents.

Working closely with the Creative Health & Wellbeing Hub Network Programme Lead, you will help coordinate network activity, support communications and events, gather and report impact data, and build positive relationships with a wide range of partners. No two days will be the same. One day you may be helping to organise a network event, the next creating communications content, supporting data reporting, or visiting one of Plymouth's Wellbeing Hubs.

We are looking for someone who is organised, proactive and confident working with people. You do not need to arrive with extensive knowledge of creative health or the health system, but an interest in community wellbeing, partnership working and making a positive difference will be important.

The role is based with Improving Lives Plymouth, with a flexible approach to working. You will have opportunities to work from our hubs, partner venues and from home, alongside regular travel across the city to support meetings, events and relationships with partner organisations.

This is an excellent opportunity for someone who enjoys variety, likes bringing people together, and wants to contribute to work that helps people live healthier, more connected lives. As the networks continue to develop, there will also be opportunities to learn new skills and grow your experience across community development, communications, data and programme management.

About the Networks

The Plymouth Wellbeing Hub Network is a partnership of community organisations working together to provide welcoming places where people can access advice, support, activities and opportunities to improve their wellbeing.

Alongside this, the Plymouth Creative Health Network brings together organisations, practitioners and partners who use creativity, culture and community activities to support health and wellbeing. The network is growing rapidly and is helping to strengthen the role of creative approaches within health, care and community settings across Plymouth.

Together, these networks are helping to create a more connected, preventative and community-focused approach to health and wellbeing in the city.

Applying for the Role

Please read the job description and person specification carefully before completing your application.

To apply, please submit:

- A CV (maximum two pages)
- A supporting statement (maximum two pages) explaining how your experience meets the requirements of the person specification

If you would like an informal conversation about the role before applying, please contact **Emma Corkery**, **Creative Health & Wellbeing Hub Network Programme Lead**, at emma.corkery@phwn.org.uk.

Key Dates

Application deadline	12th November 2026
Shortlisting date	16th November 2026
Interview date	25th November 2026

Interviews will take place at Improving Lives Plymouth, 156 Mannamead Road, Plymouth, PL3 5QL.

Candidates invited to interview will receive the interview questions in advance, together with a short prioritisation exercise. During the interview, candidates will be asked to talk us through how they approached the exercise, how they decided what to prioritise and the thinking behind their decisions. We are interested in understanding your approach rather than looking for one particular 'right' answer.

There will also be an informal conversation with members of the Wellbeing Hub Network to help you learn more about the role and the organisations involved.

We look forward to hearing from you.

Purpose of the Role

The Programme Support Officer will play a key supporting role within the Plymouth Wellbeing Hub Network, helping to strengthen the visibility and impact of the network and creative health across Plymouth.

Working closely with the Creative Health & Wellbeing Hub Network Programme Lead, the postholder will contribute to the effective coordination and communication of network activity. This includes supporting meetings, events, communications, and partner engagement to ensure the network remains well-connected, informed, and collaborative.

The role will also support the embedding of creative health initiatives and help raise the profile of creative health across the Wellbeing Hubs and wider communities in Plymouth.

Coordinate meetings, agendas, notes, action logs and follow-up for the Creative Health Network and relevant Wellbeing Hub Network activity.

Key Responsibilities

Administrative Support

- Arrange meetings and send calendar invitations.
- Prepare meeting agendas using templates provided.
- Take notes and circulate meeting minutes and action points.
- Maintain and update contact lists and distribution lists.
- Support the organisation of files, documents and network resources.
- Respond to routine enquiries and direct requests appropriately.

Data Monitoring and Evaluation

- Collect, collate and maintain quantitative data relating to Wellbeing Hubs and Creative Health activities, participation, attendance, referrals and engagement.
- Support monitoring and evaluation processes to evidence outcomes, learning and impact.
- Work with the Programme Lead to analyse and visualise data for different audiences including partners, funders and commissioners.
- Maintain accurate records and databases to support reporting requirements.
- Support the collection of qualitative insight through case studies, participant feedback, lived experience stories, practitioner reflections and partner learning.
- Assist in identifying emerging themes, gaps and opportunities across communities, Creative Health activity and network partners.

Communications Support

- Assist with preparing newsletters and updates.
- Create and schedule social media posts across network channels.
- Help create and distribute promotional materials and event information.
- Update website content and online listings as required.
- Support the collection of case studies, stories and partner feedback.

Event Support

- Assist with organising network meetings, workshops and events.
- Help manage registrations and attendee communications.
- Support the planning, delivery and evaluation of network events, workshops and engagement activities.
- Attend events to help promote the networks and engage participants.
- Ensure promotional materials and resources are available and up to date.

General Network Support

- Assist with partner communications and engagement activities.
- Support the promotion of network opportunities, events and resources.
- Support the promotion and visibility of creative health activity across the Wellbeing Hubs and wider community networks.
- Undertake other reasonable administrative duties to support network delivery.
- Coordinate actions arising from Wellbeing Hub and Creative Health Network meetings and support follow-up with partners.
- Maintain membership records, directories and shared collaboration platforms.
- Support the development and growth of the Creative Health Network through partner engagement and relationship building.
- Support the coordination and promotion of Creative Health activity across Wellbeing Hubs, Family Hubs and community settings.
- Assist with connecting creative practitioners and organisations to opportunities within hub-based health and wellbeing programmes.

Reporting and Funding Support

- Contribute to the production of reports, presentations, briefings, case studies and funding information.
- Support the gathering of evidence required for funding applications and impact reporting.

Person Specification

Essential

- Good organisational and administrative skills.
- Strong written and verbal communication skills.
- Good IT skills, including Microsoft Office applications.
- Experience using social media platforms for communications or promotion.
- Ability to work accurately and manage competing tasks.
- Friendly and professional approach when working with partners and stakeholders.

Desirable

- Experience providing administrative support within a community, health, voluntary or cultural organisation.
- Experience supporting events or meetings.
- Interest in wellbeing, community development or creative health.
- Experience collecting, managing or reporting data.
- Experience using CRM, database or monitoring systems.
- Experience producing newsletters, reports or communications for stakeholders.
- Knowledge of community development, public health, social prescribing or Creative Health approaches.
- Experience using design software such as Canva.
- Experience using data visualisation tools e.g. Power BI

Personal Qualities

- Reliable and organised.
- Positive and approachable.
- Willing to learn and develop new skills.
- Able to work independently while taking direction from others.
- Committed to supporting collaborative working and community wellbeing.
- Confident communicating with a wide range of people and organisations.
- Curious and proactive in identifying opportunities for collaboration.
- Comfortable working in a small team within a developing programme.
- Values diversity, inclusion and community-led approaches.