



Job Description – Programme Officer - Transfer and Take-Up

Job Title Programme Officer

Responsible to Programme Lead

Prime Function: Support the World Habitat Awards team and external partners to identify and seek to encourage the adoption of effective and innovative housing practices and provide vital support to the team to enable its success. This is a hybrid role with flexibility for remote working and will include occasional international travel as required.

Principal Duties and Responsibilities

Programme delivery

To support:

- the coordination and delivery of World Habitat's work including, delivering events, publications and communications outputs as well as monitoring impact.
- the development and delivery of activities that promote the transfer and take-up of innovative housing practice, including research, learning outputs, events and stakeholder engagement.
- the production of policy briefings, consultation responses, case studies, learning papers and other resources aimed at influencing policy and practice.
- monitoring, evaluation and learning activities, including collecting participant feedback, maintaining programme data and contributing to impact reporting.
- the assessment and processing of World Habitat Awards applications.
- the World Habitat Awards process (and related activities) by managing accurate records on a CRM system (Salesforce) and provide reports as required.
- the administration and delivery of grant programmes, including application management, due diligence processes, grant monitoring, record keeping and reporting
- collaboration activities and other transfer work.

And also to lead on specific projects as agreed within the World Habitat Awards team.

Communications and networking

- Build and maintain relationships with key stakeholders to support the delivery of World Habitat's work.

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- Communicate content of a specialist or technical nature to non-experts and experts alike, and to specific audiences.

Other

- Continually update own knowledge and understanding in relevant fields.
- Be an active member of the World Habitat staff team, including contributing to the general intellectual capital and playing an active role in the organisation's development.
- Undertake travel within the UK and internationally as and when required by the organisation. This is likely to amount to around 5 days per year.
- Undertake other reasonable duties in the context of this job description as required.

This job description sets out the level of responsibility and areas of duties of the post. Such duties may vary over time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

- **Interpersonal & Relationship-Building Skills** – Be tactful, diplomatic, friendly, and approachable, with the ability to engage positively and assertively with a wide range of people. Demonstrate the ability to build and maintain strong relationships while working effectively with partners and stakeholders.
- **Communication & Analytical Skills** - Excellent written and verbal communication skills, with the ability to convey complex issues clearly, concisely, and accessibly to diverse audiences. Strong analytical skills, including the ability to think critically, draw conclusions, and make evidence-based recommendations.
- **Knowledge & Adaptability** – Understanding of issues, organisations, and networks related to international housing policy and practice, with the ability to adapt to changing circumstances, think critically, and respond proactively to challenges.
- **Collaboration & Independence** – A strong team player with the ability to work collaboratively across teams, cultures, and stakeholders. Open to sharing knowledge, supporting colleagues, and contributing to a positive team dynamic while also being able to work independently, take initiative, and make effective decisions.
- **Organisation & Efficiency** – Highly organised, efficient, and accurate, with strong self-management skills. Ability to prioritise tasks, plan effectively, and produce high-quality work within tight and competing deadlines.
- **Technical Skills** – Knowledge of Salesforce or a similar CRM system and excellent proficiency with Microsoft Office (desirable).



- **Qualifications** – Degree-level qualification (or equivalent relevant experience).
- **Languages** – Fluent written and spoken English. Spanish or French desirable.
- **Interpersonal & Professionalism** – Friendly, approachable, and diplomatic, with the ability to engage positively and assertively with a wide range of people. Conscientious, honest, and reliable in all professional interactions.
- **Commitment & Mission Alignment** – A strong commitment to equality, diversity, and ethical working practices. Willingness to travel (if required) and engage in ongoing professional development. Dedicated to supporting and upholding the mission, vision, and values of World Habitat.