

## Job Description

<b>Job title:</b>	Programme Administrator
<b>Group:</b>	UK
<b>Dept/Project/Service:</b>	UK Education Services
<b>Reports to:</b>	Assistant Project Manager
<b>Responsible for:</b>	N/a
<b>Usual office base:</b>	Reading (with some flexibility for home working)
<b>Grade:</b>	9

### Job purpose:

To provide efficient and effective administrative support for programmes in the UK portfolio. The role will require liaison with a wide range of stakeholders and the role-holder will be required to support the day-to-day delivery of the project.

### Job objectives:

1. Implement and maintain agreed processes and administrative systems, to ensure the project runs efficiently and information is up-to-date and readily available.
2. Develop and maintain close working relationships with internal/external stakeholders, partner staff and consultants to support the successful delivery of the programme.
3. Support the Programme Coordinators by acting as a point of contact for the programme dealing with all queries in the first instance and escalating to relevant programme team members as needed.
4. Support the co-ordination of events (including programme team days), training sessions, meetings, conferences and marketing events, to ensure that corresponding materials are developed, quality assured and produced in a timely manner and to attend and support the events as required.
5. Support on diary management for senior programme members and team meeting schedules, enabling maximum collaboration in a hybrid working environment and reducing meeting clashes for regular meetings.
6. Ensure the online programme resources are updated with relevant information, news and documents and ensure continued access is maintained.

7. Support the sourcing and collection of data and background information to enable internal/external reporting relating to the programme.
8. Maintain an up-to-date database and reporting system to provide timely reports of recruitment progress and participant progress on the programme.
9. Administer the processing of purchase orders and the issuing of consultant contracts and ensure timely payment to consultants and third-party suppliers.
10. Support the booking of team travel and accommodation and the administration of associated expenses as required.
11. Undertake other duties and general administrative support to the team as directed by the Programme Lead.

### Scope:

Some UK travel and some overnight stays may be required.

The above job description is intended to provide a broad outline of principal duties and responsibilities and will be the subject of periodic review. The job holder may, from time to time, be asked to undertake other reasonable duties.

### Person specification:

#### Knowledge

Essential:

- Minimum GCSE Grade C in Maths and English, or equivalent

Desirable:

- Basic knowledge and understanding of project management tools and techniques

#### Experience

Essential:

- Experience of providing administrative support and coordination to a team / department
- Working on multiple projects and tasks
- Proven experience of dealing with, and responding to, multiple stakeholders

Desirable:

- Working in an education setting
- Working on complex projects and tasks
- Using Microsoft Office 365 and SharePoint
- Customer facing experience of handling and resolving queries effectively

#### Skills

Essential:

- Ability to use initiative, demonstrating commitment and flexibility

- Ability to prioritise workload and work to deadlines
- High level of attention to detail to ensure the accuracy of all information including programme documentation and communication
- Excellent planning and organisational skills
- Well-developed interpersonal skills with the ability to work collaboratively in cross-functional teams
- Excellent written communication skills
- Excellent IT skills - accurate word processing and expertise in using MS Office applications including MS Excel and Power point
- Strong customer focus and determination to achieve high quality of customer/client service
- A team player as well as being self-motivated to work alone
- Understand how to collaborate with a variety of different people and roles

**Competency Band:** 4

**Key Competencies for the role:**

Our Values	Key Competency 1	Key Competency 2
<b>Excellence - Creating and Leading Success</b>	Delivering excellent service	Creating value
<b>Integrity - Supporting and Building Trust</b>	Building respect	Following through responsibilities
<b>Accountability - Delivering and Improving</b>	Developing self and others	Delivering value for money
<b>Collaboration - Engaging and Partnering</b>	Building effective relationships	Engaging other to achieve goals

**Job Family:** Project Management

***Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure and Barring Service.***

***Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.***