

## Job Description

**This post, as part of the North East Ambition project, is part funded by the European Structural and Investment Funds 2014 – 2020 and all activity must comply with contractual requirements.**

<b>Job Title:</b>	ESF North East Ambition Programme Administrator
<b>Group:</b>	Careers and Employability
<b>Dept/Project/Service:</b>	ESF North East Ambition
<b>Reports to:</b>	ESF North East Ambition Contract Manager
<b>Responsible for:</b>	None
<b>Usual office base:</b>	Gateshead
<b>Grade:</b>	4

### Job Purpose:

To provide efficient and effective administrative support for the North East Ambition programme. 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 Project Co-ordinator / Programme Delivery Manager and Compliance Officer by acting as a point of contact for the project dealing with all queries in the first instance.
4. Support the co-ordination of events, training sessions, meetings, conferences and marketing events, to ensure that corresponding materials are developed, quality



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assured and produced in a timely manner and to attend and support the events as required.

5. Ensure the online project resources are updated with relevant information, news and documents and ensure continued access is maintained.
  6. Support the sourcing and collection of data and background information to enable internal/external reporting relating to the project.
  7. Support the management of day-to-day database input and reporting to provide timely reports of recruitment progress and participant progress on the programme.
  8. Administer the processing of purchase orders and the issuing of consultant contracts and ensure timely payment to consultants and third-party suppliers.
  9. Undertake any other duties and support to the team as directed by the Contract Manager.
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10. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training.

## Scope:

**This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.**

## Person Specification:

### Knowledge

Essential:

- » Minimum GCSE Grade C/Grades 4-9 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

- » 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
- » Excellent planning and organisational skills
- » Well-developed interpersonal skills with the ability to work collaboratively in cross functional teams
- » Excellent written and verbal communication skills
- » Attention to detail to ensure the accuracy of information
- » 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

**Competency Band:** 4

### Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
<b>Excellence</b> – creating and leading success	Exhibits enthusiasm and positivity	Actively thinks and explores how things can be done better
<b>Integrity</b> – supporting and building trust	Asks questions to clarify understanding	Listens and respects views of others,
<b>Accountability</b> – delivering and improving	Actively pursues learning and self-development,	Checks own performance against agreed outcomes
<b>Collaboration</b> – engaging and partnering	Displays enthusiasm around goals and activities	Understands how their own behaviour contributes to

		the sharing of knowledge and ideas
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**Job Family:** Administration

***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 & 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.***

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