

PROJECT SUPPORT ADMINISTRATOR (Full-Time) JOB DESCRIPTION

Job Title: Project Support Administrator
Salary: £19,000 per annum
Reports to: Contracts Manager
Location: Huddersfield

Role Purpose:

To support the outreach team projects, working closely with the project team, providing effective administration and support. You will be responsible for the day to day administration and managing incoming referrals via email and calls. Within this role you will support the Contracts Manager in the delivery of project objectives including, but not limited to, operational projects and policy and procedure review. You will provide administration support as well as get involved in a variety of work around projects and programme management.

Main Responsibilities and Duties:

- First point of contact for internal and external enquires by phone and email, responding to or passing on as appropriate.
- To complete required evidence audits in line with contract requirements and the Trusts compliance process.
- Diary management and co-ordination of meeting dates and other logistical arrangements for staff and stakeholders – e.g. client appointments, meetings, venue bookings
- Supporting the delivery team with understanding evidence and data requirements and ensure errors or inconsistencies are addressed in a timely manner.
- To undertake all administration tasks associated with the projects – including helping callers, maintaining records, monitoring, and collating information.

Core Responsibilities

- First point of contact Respond to email, web and phone enquires from internal/external clients and partners.
- Manage client referrals within time limits.
- Maintain established information storage systems, both manual and computerised to ensure the retrieval of information is easily and effectively carried out.
- To produce and present documents i.e, letters and reports using a variety of IT packages.
- Making client follow up calls
- General administrative tasks to support the administration and smooth running of the Programme/Office.
- Gather and record personal and sensitive information complying with data integrity and security policies.
- Using online management system to input information, monitor progress and allocate referrals.
- Develop, update, and maintain records, both electronically and manually.
- Update and maintain records of project outcomes.
- Assist with documentation for any inspections and external audits.
- Provide additional administrative duties as appropriate in line with project delivery.
- Work to deadlines as set out by contract profiles.
- Create and maintain effective working relationships with partners.
- To work independently and deliver consistently.

- Ensure all relevant policies are implemented and adhered to.
- Have a flexible approach to work.
- To partake in continuous learning as and when needed to increase knowledge and further professional development
- Attend and contribute to all relevant meetings as directed by the Line Manager or Senior Management team
- Operate all times within the stated policies and practices of the Trust and actively promote them, ensuring that equality, inclusion and diversity are embedded in all work and contact with colleagues, visitors, service users and stakeholders.
- To actively promote the services of the Trust and pro-actively build positive working relationships with external community organisations including attendance at events.
- To undertake any other duties as required within the scope of the post.

Additional Requirements

- To comply with all organisation policy and procedures.
- To be aware of, and assume the appropriate level of responsibility for Health and Safety and Fire regulations.
- To be aware of, and assume the appropriate level of responsibility for Safeguarding the welfare of children, young people and vulnerable adults and to follow the Trust's safeguarding policy and procedures.
- To carry out duties at all times in compliance with the Trust's Equal opportunities
- To agree that the Trust will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the Trust, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the Trust can consider if it adversely impacts upon the post holder's role.
- To undertake any other duties as required by the Director.
- Attend and actively participate, taking joint responsibility for regular monthly meetings and support and supervision and annual appraisals.

The above is not an exhaustive list of duties and you will be expected to perform tasks as required by any changes in the role other than those given in the job specification.