

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title – PROJECTS ADMINISTRATOR</b>			
Responsible to:	Neighbourhood Manager	Salary:	£19,775
Hours:	37	Location:	Kevin Pearce Children's Centre
Term:	Permanent		
Date job description last updated: April 2021		By who: Communities Programme Manager	

### **Purpose of post**

To ensure the smooth running of the projects of the Ovenden and Mixenden Initiative (OMI) and Staying Well programmes, by providing friendly and efficient administrative support.

To assist the organisation's internal communications through administration of databases, triage of enquiries and dissemination of information.

### **Main duties and responsibilities**

1. Provide a friendly welcoming service to service users and stakeholders - answering the telephone, providing initial response to email enquiries and greeting guests.
2. Oversee the shared email inboxes and triage enquiries.
3. Provide telephone cover of the Staying Well hotline during working hours
4. Undertake service evaluation surveys over the telephone
5. Process orders and invoices and manage petty cash.
6. Maintain office inventory and team calendar.
7. Take minutes of team meetings
8. Run reports and prepare documents for grants panels and meetings.
9. Maintain appropriate records and data standards to ensure that information is organised and evaluated effectively in adherence to the Data Protection Act.
10. Support the Neighbourhood Manager in the planning and development of databases, as well as determining issues on behalf of the users.

### ***Any other duties and responsibilities appropriate and relevant to the post, including:***

11. To carry out the duties in compliance with NHP Equal Opportunities Policy and other policies designed to protect employees and service users.
12. To have a clear understanding of safeguarding policies and procedures and to act appropriately should areas of concern arise, in line with the North Halifax Partnership (NHP) policies and procedures.

13. To undertake other duties assigned by the Neighbourhood Manager as being appropriate to the post.

## PERSON SPECIFICATION

***North Halifax Partnership Ltd is an equal opportunity employer. We are committed to safeguarding and promoting the welfare of children and we expect all staff and volunteers to share this commitment. A disclosure and barring service check is undertaken for all staff – a caution or conviction does not automatically prevent an offer of a job and any issue may be discussed with a prospective employee.***

POST TITLE:		PROJECTS ADMINISTRATOR	
Criteria No	Attributes	Criteria	How identified
	Relevant Experience	Essential <ul style="list-style-type: none"> <li>At least 1 years' experience delivering excellent customer service working in a paid or voluntary capacity for an organisation with a lot of direct customer contact.</li> <li>Using IT in the provision of management information including experience of using spreadsheets and databases.</li> <li>Experience of office work, covering basic accounts, processing orders, record keeping, filing, collating and distributing papers</li> </ul>	Application Form / Interview
		Desirable <ul style="list-style-type: none"> <li>Experience carrying out face-to face or telephone surveys</li> </ul>	
	Education, qualifications and Training Attainments	Essential <ul style="list-style-type: none"> <li>GCSE (C or above) in English and Maths or can demonstrate ability to communicate clearly in writing and face-to-face, and a good level of numeracy.</li> <li>Willingness to undertake relevant training</li> </ul>	Application Form

	<p><b>General and Special Knowledge /Ability</b></p>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Strong customer focus</li> <li>• Good oral communication skills with ability to communicate with a broad range of people at all levels</li> <li>• High level of tact and discretion when dealing with sensitive information.</li> <li>• Good writing and data inputting skills with strong attention to detail</li> <li>• Excellent time management of own timetable, including flexibility to meet team priorities</li> <li>• Team player with a friendly and professional attitude</li> <li>• Self-motivated to work without close supervision where required</li> <li>• Ability to follow instructions, policies and guidance.</li> <li>• An understanding of equality and diversity issues within a diverse and multicultural environment with a commitment to tackling discriminatory practices.</li> <li>• Willingness and ability to work outside normal office hours, including evenings and occasionally at weekends.</li> <li>• Willingness to undergo an enhanced disclosure check by the Disclosure and Barring Service</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Understanding of data protection and privacy law</li> <li>• Ability to create spreadsheets using basic Excel functions and formulas</li> </ul>	<p>Application Form / Interview / Task</p>