

Alt Valley Community Trust – Job Description

This post is part funded by the European Regional Development Fund.

Job Title: Administration Officer – Enterprise Hub Project
Reporting to: Finance Manager
Hours: 37 hours per week

Tasks and Responsibilities

1. General administrative support for the Enterprise Hub project.
2. Provide high level administrative support as required by the Project Manager and the team working on the Enterprise Hub project in relation to the project delivery plan.
3. To be the first point of contact for clients requesting support and move enquiries to the next stage quickly and professionally. To keep track of progress and flag up any issues.
4. Liaise with project staff to prepare project information, client paperwork and claims.
5. Liaise with business advisors and other project staff to record, input and analyse project information onto the project CRM system and maintain a high level of accuracy. Respond to the Managing Partner if any issues arise in terms of duplication and liaise with other delivery partner as required.
6. Contact clients by phone, email and letter as required and gather feedback form clients.
7. Attend project compliance visits and follow up any actions identified.
8. Maintain an administrative system that meets the needs of the project team, clients, and the requirements of the lead organisation and funding agency.
9. To support the compilation of information for a variety of monitoring purposes.
10. To contribute feedback to the team around service delivery and help to ensure continuous improvement.
11. To provide administrative support project team meetings and take minutes.



12. To arrange meeting venues and facilities as required by the Senior Business Advisor and Business Advisors for workshops and meetings with clients and set up the room for in house one to many sessions.
13. Purchase stationery and other materials as required for delivery of the project.
14. Liaise with the Finance Manager in relation to project administration tasks.
15. To promote and protect confidentiality in all project related matters.
16. To ensure Health and Safety requirements are fulfilled including adhering to office risk assessments and safe working practices.
17. Adhere to and comply with operational procedures.
18. To ensure the Accident Procedure is adhered to at all times.
19. To participate in supervision.
20. To accept and receive training in personal development.
21. To contribute to reports and briefings.
22. To promote anti-discriminatory practice.
23. To provide such assistance as deemed relevant to the post and carry out other duties which are consistent with the overall purpose of the post and which may be reasonably assigned to it relating to the Enterprise Hub project.

Person Specification

The Administrator will ideally have several years' office experience and also possess an excellent understanding of IT including Microsoft Word and Excel. The Administrator will be a team player with a flexible approach to work and the ability to work under pressure and ensure the best service to the client. An understanding of the importance of following project funding guidelines is essential and knowledge of other similar projects or European funded projects would be helpful.

