



JOB DESCRIPTION

Job Title: Administration Officer (Include-IT Mersey Project)

Grade: NJC point 17 (£17,772)

Location: Burlington House, Crosby Rd North, L22 0LG

Responsible To: Project Manager

Hours of Work

35 hours per week.

100% of time on *Include-IT Mersey* project until December 2021.

(*Include-IT Mersey* is funded by the European Social Fund (ESF) and The National Lottery Community Fund and as part of its Building Better Opportunities programme.)

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted subject to the organisation's policies and procedures and prior line manager agreement.

Job Purpose:

- To support the project's Finance & Monitoring team in maintaining project monitoring systems. The primary, but not exclusive focus of the role will be on the maintenance of participant (i.e. learner) tracking records (hard copy and computer).
- To provide administrative and clerical support to the Project Management Team and to be the first point of contact for dealing with general enquiries relating to the *Include-IT Mersey* project.

Main Duties and Responsibilities:

1. Liaise with project Delivery Partners to ensure the timely submission and accuracy of:
 - a. Participant paperwork, monitoring data and supporting evidence, to meet contractual requirements of funders.

- b. Other required tracking documentation relating to the project, e.g. course delivery plans, accommodation checklists, incident monitoring returns.
2. Systematically check participant monitoring paperwork/data and supporting evidence for accuracy and completeness, following up and resolving any issues regarding incomplete or inaccurate monitoring returns with individual Delivery Partners. Significant anomalies should be brought to the attention of the Project Manager/ Deputy, who will provide support where required.
3. Maintain participant tracking databases and spreadsheets relating to the project and support the Project Manager/Deputy in producing monitoring reports relating to participants engaged with the project.
4. Handle incoming and outgoing communications (phone calls, post, e-mails, etc.) on behalf of the team, referring to the appropriate team member where necessary.
5. Arrange and service meetings, workshops and events, including booking rooms/venues, processing delegate bookings, arranging refreshments, taking minutes, etc.
6. Use a variety of software packages (e.g. MS Word Excel, etc.) to produce correspondence, minutes of meetings, reports, etc.
7. Support the Marketing and Publicity Lead in maintaining/updating the project website, social media and other online communication platforms.
8. Maintain stationery and equipment supplies to support the effective functioning of the team.
9. Carry out general clerical duties including filing (hard copy and computer-based), photocopying and scanning.
10. Operate within organisational policies and procedures.

Other

11. To participate in personal and professional development, using all relevant learning opportunities, to improve knowledge and skills relevant to the role.
12. To undertake any other tasks as may reasonably be required within the general terms of the job description.

General

The post-holder will be required to participate in personal and professional development, using all relevant learning opportunities, to improve knowledge and skills relevant to the role.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Confidentiality

The post-holder must maintain confidentiality of all information and records relating to the work of the organisation and the *Include-IT Mersey* Delivery Partnership.

Funding

The post is funded until December 2021, subject to continued funding of the *Include-IT Mersey* project.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract of employment.

Annual Leave & Public Holidays

The annual leave entitlement is 25 days leave plus normal Bank & Public Holidays (pro rata, where applicable). The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed and authorised expenses claim form.

Equal Opportunities

The organisation operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

The post-holder must be committed to equal opportunity principles and to comply with organisational policies and procedures relating to equal opportunities.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

We will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 7 days of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

PERSON SPECIFICATION

Project Administrator (Include-IT Mersey Project)

The post-holder should be able to demonstrate that they have the skills and experience in each of the following areas:

Essential requirements - specific to this post:

1. GCSE passes to at least Grade C (or equivalent standard of qualification) in Maths and English.
2. Ability to scrutinise and verify various documents and data.
3. Experience of maintaining databases and spreadsheets.
4. Experience of dealing with people face to face, via telephone and email.
5. Ability to work to tight deadlines in a dynamic and busy environment, whilst maintaining attention to detail.
6. Tenacity. A key attribute, essential in working with Delivery Partners to resolve participant-related monitoring issues, to ensure compliant evidence is in place.
7. Experience of providing administrative support such as arranging and servicing meetings, workshops and events.

Desirable requirements - specific to this post:

1. Experience of working within European Social Fund (ESF) monitoring systems.
2. Experience of working in the training & employment support sector.
3. Experience of working in a multi-agency partnership setting.
4. ECDL (level 2) or equivalent IT qualification.

Common (essential) requirements of all Sefton CVS posts:

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS and the *Include-IT Mersey* delivery partnership.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work.

Team Working

- To be able to contribute to the overall effectiveness of the Project team, the *Include-IT Mersey* delivery partnership and the wider Sefton CVS team.
- To share skills, expertise and ideas with other CVS projects and project partners.

Information and Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary and Community Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith (VCF) sector organisations.
- To have experience, either paid or unpaid, of working in the VCF sector.