## JOB DESCRIPTION – Minding the Gap (MtG) Project Administrator

| | |
|---|---|
| **JOB TITLE:** MtG Project Administrator | **SALARY:** £21,000 FTE |
| **HOURS:** Up to 37.5 hours per week (flexible working and job share will be considered) | **LOCATION:** Brightspace Ipswich with blended working |
| **ACCOUNTABLE TO:** MtG Programme Lead | **TERM:** Fixed to 31st May 2023 |

### JOB PURPOSE

Minding the Gap is an employability project for 16-24 year olds in Suffolk. It forms part of the Building Better Opportunities (BBO) programme, funded by the European Social Fund and the National Lottery Community Fund. The project supports those that are facing significant challenges/barriers to accessing employment and are currently/or at risk of social isolation.

Community Action Suffolk is the lead partner organisation for the project and is coordinating a partnership of delivery organisations, along with providing support and guidance to other key stakeholders across Suffolk.

As the MtG Project Administrator you will provide excellent administration skills to assist in the successful delivery of the project, always ensuring that the project adheres to the stringent European Social Fund and the National Lottery Community Fund guidelines.

The MtG Project Administrator will work solely on the BBO MtG project, as part of the Lead Partner team. The postholder will be expected to work independently, as part of the wider team, and across the project partnership. You will be a key point of contact for internal staff and across the project partnership organisations.

The successful candidate will be an ambassador for CAS, supporting and promoting CAS's diverse range of products and services and will be a positive and flexible member of a high performing, innovative and enterprising Partnerships & External Relationships Team, and the wider CAS team.

## MAIN DUTIES AND RESPONSIBILITIES

**To work with the MTG Programme Lead and 3 Project Officers to ensure aims and objectives are met, and deadlines achieved by providing excellent administration**

- Devise, populate and maintain efficient electronic and paper filing systems for project records
- Locate and categorise evidence for financial claims in accordance with ESF requirements in order to assist with future access of evidence
- To adhere to strict guidelines relating to the confidential nature of all the information handled
- Prepare and collate documents for reports as required, in conjunction with the Project Officers and Programme Lead
- Positively represent the organisation in all communication with internal and external delivery partners. This communication will often relate to the organization and storage of evidence that supports project requirements
- Organise a range of meetings/events as requested, booking venues and facilities, liaising with stakeholders, producing documents, minute taking
- Research relevant information as requested
- Use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, CRM etc., to produce correspondence, documents, presentations, and maintain records, spreadsheets and databases
- To undertake such other duties as may reasonably lie within the scope of this post to ensure the effective delivery of the MtG project

**To be a point of contact for the BBO project partners, CAS staff and external enquiries**

- To co-ordinate enquiries, signposting callers and working with the team to ensure these are followed up effectively, efficiently, and professionally
- Monitor and update the Minding the Gap social media platforms
- Redirecting or responding appropriately to other correspondence and telephone calls

**To be an ambassador for CAS supporting and promoting CAS's diverse range of products and services**

- To promote equality of opportunity and recognition of diversity in all aspects of work
- Develop and maintain an expert working knowledge about the diverse range of CAS's products and services and seek to raise awareness and promote these locally and wherever possible
- Be a first point of contact to share knowledge about who to turn to for support in CAS
- To work with the wider CAS team to raise awareness of CAS's community services offer so they can promote CAS's diverse range of community development projects to their stakeholder groups
- Contribute to the development of local and county wide marketing and communication strategies and plans and work with CAS's marketing team to promote CAS's community development offer both internally and externally
- Generate a range of content for both internal and external marketing resources such as newsletters, e-bulletins, posters, flyers and postcards etc.
- Actively promote the benefits of CAS membership

**To be a positive and flexible member of a high performing, innovative and enterprising Partnerships & External Relationships Team, and the wider CAS team**

- To work collaboratively with colleagues to find solutions to issues as they arise
- To take responsibility for a range of activities as specified by Head of Partnerships and External Relationships if applicable

## PERSON SPECIFICATION

| | |
|---|---|
| **Qualifications** | **Essential:**<br>• Educated to GCSE level or equivalent in English and mathematics (Level 2 Literacy and Numeracy)<br>• Good level of ICT proficiency using MS office (in particular Excel & Word)<br><br>**Desirable:**<br>• Use of CRM software<br>• Certificated training in the use of databases |
| **Knowledge,**<br>**Experience and Skill** | **Essential:**<br>• Experience of providing administration for monitoring and reporting<br>• Experience of checking the accuracy and quality of records<br>• Experience of efficiently organising information in a range of formats<br>• Experience of using databases to retrieve information<br>• Excellent written and verbal communication skills with a customer focussed approach<br>• Time management, organisational and planning skills including the ability to work to tight deadlines<br>• The ability to use your own initiative to problem solve<br>• The ability to develop and maintain good working relationships with internal and external teams/personnel<br>• The ability to maintain confidentiality and discretion at all times<br><br>**Desirable:**<br>• Experience of financial administration for EU funding and/or other large grants<br>• Good knowledge of the geography of Suffolk |
| **Attributes** | • Personal commitment to CAS and its values<br>• Superb attention to detail<br>• Excellent team player with a positive attitude to change<br>• High levels of flexibility and can-do attitude<br>• Occasional travel may be required around the county so an ability to travel within Suffolk is necessary |