

Job Description – Project Administrator**A. Purpose of the job**

1. Overall responsibility of maintaining project administration and providing project specific support as set by the Deputy Director.
2. Responsible for the distribution of information about our services to participants, advisors and other stakeholders; and improving methods of communication and interaction.
3. To maintain key administration and communication systems on Collage Arts' Big Lottery/ESF projects (in particular, Building Better Opportunities for BAME women) to meet the requirements of the organisation and funding streams.
4. To work with the team towards the retention, pastoral support, progression and tracking of participants on the project; providing support where needed on activities throughout the participant journey, ie: marketing, outreach, recruitment, initial assessment, tasters, induction, IAG (information, advice & guidance) sessions, specialist training, projects achievements, destinations, aftercare.
5. Other areas of responsibility include:
 - Being the contact person for matters related to the Create Your Future project.
 - Providing additional administrative support to the Senior Management Team as and when required

B. Duties of the job

1. To support and maintain key administration, tracking and communication systems for the project and provide full filing support to the project. To ensure that information is kept up to date and accessible to approved members of the delivery and management team.
2. To respond to day-to-day enquiries about the project (by phone, email/web and in person), sending out marketing/information packs; and assist in developing these where needed.
3. To contribute to monitoring, evaluation and quality improvement systems within the project, eg, collating statistical information relating to participants (recruitment analysis, equal opportunities analysis, achievement and retention statistics); and assist in conducting focus groups and collating learner case studies.
4. To maintain template forms and documents are available on a centrally located system (both manual and computerised) to meet the requirements of the project.
5. To maintain effective information flow across the management/delivery teams and locations (including correspondence from the Deputy Director) and liaise with staff, learners, advisors, partners and remote delivery locations.
6. To collect, collate and maintain project-related documentation as activities take place, including participant files and forms, attendance records and other records relating to the project.
7. To collect and collate supporting information for claims and audits to meet the requirements of the project, assisting and supporting the Deputy Director in preparation of quarterly claims and funding returns and working to monthly schedules set out in the Claims Calendar.
8. To input data relating to participants (eg, personal information, aspirations, achievements and learning journeys) into management information systems, using

spreadsheets/databases, ensuring that information is kept secure, confidential and up to date, and is accessible by the Deputy Director.

9. To market and promote the project on websites, social media and other networks, using interactive products; and to develop a database of links and contacts related to BAME women, learning, support and social inclusion.
10. To update and re-format learning materials (eg, the Participant Handbook) for distribution to participants on our projects and use web-based methods of providing supporting information to them.
11. To assist during activities (eg interviews, inductions, advice sessions and workshops) as and when required, and being a positive role model for learners.
12. To provide some administrative support to the Senior Management Team as and when required.

C. Other duties

1. To ensure high standards of presentation in all documents written and prepared for distribution within the organisation and externally.
2. To assist with new developments and initiatives as and when required.
3. To attend regular team meetings and work collaboratively with other team members on projects and events as and when required.
4. To actively promote and implement the principles of equality and diversity.
5. To actively promote Health and Safety at Work and Safeguarding principles.
6. To ensure compliance with confidentiality and data protection.
7. To project a positive image for Collage Arts and work towards the furtherance of Collage Arts' core values, principles and best practice in all aspects of the work.
8. To adhere to Collage Arts' policies and procedures in particular, Social Contract, Health & Safety, Safeguarding, Equal Opportunities, Equality and Diversity, Confidentiality, Data Protection and Quality Assurance at all times.
9. To perform such other duties which are consistent with the list of responsibilities above and/or reasonably requested by the Deputy Director and Senior Management Team.

Person Specifications

We are looking for someone who is:

- Friendly and welcoming to all;
- Efficient and effective at managing own workload, multi-tasking, setting priorities to meet targets and produce deliverables to requirements;
- Flexible and responsive to changing priorities or circumstances;
- Able to apply their own well-developed ICT, social media, literacy, numeracy and communication skills to produce appropriate and relevant administrative data, documents, social media and verbal input as required by the project stakeholders.
- Fully committed to the principles of Equality and Diversity as required by UK law and as stated by the Trustees Board of Collage Arts (see Collage Arts Equality and Diversity Policy).