

## ROLE PROFILE

Role:	<b>Administration Coordinator Projects and Programmes</b>
Reports To:	Head of Projects and Programmes
Role Profile dated	2022-06
Signed as approved and correct by line director	

***This role profile consists of two sections:***

1. *The **Job Specification** sets out the purpose, business outcomes and key responsibilities.*
2. *The **Person Specification** sets out the qualifications, experience and behaviour expectations.*

### Job Specification

**Role Purpose:**

To provide specific administrative support to the Head of New Entrants in relation to the Scholarship programme, and provide administration support to the wider ECITB Projects and Programmes Team.

To coordinate the administration service delivered by the central administration team.

**Business Outcomes:**

To be successful in this role the post holder must deliver:

- Scholarship enquiries and queries are forwarded to and dealt with by the correct person promptly.
- Administrative tasks are completed accurately and efficiently, reliably and in a timely manner to enable the smooth management of the Scholarship programmes..
- Monthly learner bursary and contract milestone payments are made on time.
- P&P monthly and ad hoc reports are accurately coordinated produced and analysed as required.
- Efficient administration provision from the central administration team.

**Key Responsibilities:**

1. Monitor and manage the Programme Admin inbox on a daily basis to process Scholarship relevant email correspondence.
2. Provide daily call handling for Scholarship enquiries.
3. Provide a central point of contact for the New Entrants team.
4. Provide a central point of contact for all of the Scholarship Training providers and Scholars.
5. Manage and minute Scholarship meetings to ensure a clear and accurate record of proceedings and actions is maintained and logged.
6. Assist the Head of New Entrants in the arranging, organising and running of Scholarship events and communications.

7. Coordinate and produce ad hoc reports to Head of New Entrants and Head of Projects and Programmes and other P&P team members as required, detailing:
  - Programme completion rates,
  - Learner numbers by cohort and centre,
  - Work experience interventions,
  - Progression including destinations,
  - Scholarship contract and bursary financial updates and forecasts to enable accurate reporting by the New Entrants team.
8. Coordinate and amend New Entrant team SOPs in conjunction with the team to ensure that they reflect current practise at all times.
9. Ensure administrative tasks as assigned are completed accurately and efficiently, reliably and in a timely manner.
10. Coordinate the monthly learner bursary payments.
11. Coordinate the contract milestone payments
12. Provide administrative support to the Project Board teams in respect of reports and data.
13. Provide administrative support to the wider Projects and Programmes team as required.
14. Coordinate the administration delivered by other administrators to ensure adequate holiday cover, consistent reporting style, prompt issue resolution, and that other similar matters are dealt with constructively. In particular post is processed and incoming telephone calls are managed through holidays.
15. Provide support to a small central ECITB administration team as required. This may include processing physical mail at the Hemel Hempstead office, answering incoming calls and supporting administrator colleagues where necessary.
16. Other responsibilities as may reasonably be assigned to you

### **Role dimensions**

- The role is office based and operates a hybrid model of working with 3 days p/week in the office and 2 days p/week at home.
- Reasonable flexibility of working arrangements is required. Travel throughout the UK to support meetings may be required which could, on occasion, necessitate extended hours and nights away from home.
- No budgetary or managerial responsibility.

## **Person Specification**

### **Experience & Qualifications**

1. GCSE level of education (at Grade C or above) or equivalent including Maths & English. IT literacy is essential.
2. Minimum 12 months related experience and/or training; or other equivalent combination of education and experience.
3. Excellent work organisation skills, ability to prioritise, and meet deadlines.
4. Reasoning ability to understand routine instruction whether verbal or written.
5. Ability to write routine correspondence. Ability to effectively give information clearly to customers, clients, and other employees of the organisation.

6. Be able to set up Excel spreadsheet formulae and be competent in the setting up of CRM views
7. Problem solving ability to handle non-routine situations that arise.
8. Excellent interpersonal skills to build positive relationships with colleagues.
9. Good customer relationship skills

## **Core Competences**

*These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.*

### **1. Business Acumen**

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

### **2. Delivering quality results**

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

### **3. Customer Focus**

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

### **4. Planning & Organising**

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time frames for completion and monitors progress. Is able to effectively manage own time and where required, the time of others.

### **5. Teamwork and Collaboration**

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

### **6. Problem Solving**

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

### **7. Leadership, taking responsibility**

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help out, and offering to take initiative to get things done. Setting a good standard for others to follow. Understanding the organisation's culture and people so that taking initiative is effective i.e.

without stepping on toes. . Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

**8. Communication Skills**

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

**9. Professional behaviour**

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

**10. Delivering continuous improvement / adapting to change**

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.