

Job Description

Job Title:	Programme Administrator
Reports to:	Programme Manager
Location:	Hybrid working, mix of home based, office based, and community based. Our locations included (Havering, Harrow, Brent, Bexley, Hackney, outreach, and satellite community sites)

Purpose:

To provide administrative support to the Spark Change Programme, funded by the Greater London Authority (GLA) and European Structural and Investment Fund across the London Boroughs of Bexley, Brent, Hackney, Harrow, and Havering. The Programme Administrator will help to establish and maintain appropriate procedures and processes to ensure the smooth running of the service, including carrying out quality assurance checks.

Main Duties and Responsibilities

This is a general description. The emphasis on duties may vary depending on the work location training, experience, and support.

- To provide administrative support to the Shaw Trust Greater London Authority (GLA) Spark Change Team
- To set up and take minutes of team meetings and board meetings held either face to face or on the Microsoft Teams platform
- To request and collate project paperwork from the Spark Change Changemaker team
- To follow up Changemakers who have not sent paperwork by the deadlines agreed
- To provide initial quality checks of paperwork provided by Changemakers and refer queries and mistakes onto the Quality Assurance Administrator
- To request case studies and young people's feedback from Changemakers and send onto the Quality Assurance Administrator
- To support the Quality Assurance Administrator with the financial claims
- To provide financial support to the project e.g., raising of purchase orders, purchasing vouchers etc

- To write and answer emails, deal with telephone enquiries, and take and pass on messages where required

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must always meet the requirements of the Data Protection Act.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

<p>Person Specification</p> <p>Job Title:</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Level 3 Business Admin or similar or willingness to work towards <p>And:</p> <ul style="list-style-type: none"> • Prepared to undertake and meets the requirements for any additional qualifications
<p>Experience of (all [E] unless indicated)</p> <ul style="list-style-type: none"> • Experienced in business administration or keen to learn • Proven track record of supporting the delivery of successful payment by results programmes (D) • Experience, understanding and empathy with the lives of young people
<p>Skills and Attributes (all [E] unless indicated)</p> <ul style="list-style-type: none"> • Ability to use ICT (minimum requirement is an ability to use word and PowerPoint and able to follow instructions for the inputting and retrieval of information from a database) • Good communication and numeracy skills with a willingness to learn • Organised and able to meet deadlines • Able to work flexibly including some evenings • Demonstrate an understanding of the barriers facing people from vulnerable groups and a commitment to actively promoting and helping young people to progress (D) • Ability to thrive under pressure • Good planning and organisational skills
<p>Personal qualities, communicating and relating to others (all [E] unless indicated)</p> <ul style="list-style-type: none"> • Ability to work under pressure and meet contract KPIs • Communicates well with individuals and groups using a variety of media (D) • Demonstrate an understanding and active commitment to equality and diversity • Commitment to continuous professional development • Ability to build effective relationships with colleagues and external partners • Can use initiative • Punctual and reliable • Respond positively to taking instruction • Able to work on your own and in a team

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults
- This post requires a Disclosure and Barring Service Check at an enhanced level

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity