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| **Role Profile** |
| **Title** | Project Administrator  |
| **Location** | Edinburgh |
| **Salary** | £18,000 - £20,000 per annum (depending on experience) |
| **Hours** | 35 hours per week |
| **Leave** | 28 days (plus public holidays) |
| **Report to** | ETIES Operations & Learning Project Lead |
| **Role summary** |
| Community Renewal is a social enterprise and registered charity that works to build community, improve quality of life and alleviate poverty by engaging individuals and families and supporting them to achieve sustainable employment, improved health and to become more involved in their community.Community Renewal leads a consortium which delivers the Edinburgh Targeted and Integrated Employment Service (ETIES) across Edinburgh, to support stages 4 – 5 of the Scottish Strategic Skills Pipeline. ETIES aims to help people in Edinburgh help themselves towards better working lives in well-paid jobs. Our target group is people unhappy with their low-paid or insecure work (including in “gig economy”) and people who are currently between jobs (i.e. less than 6 months unemployed). The role of Project Administrator is to support the ETIES Project Lead(s) with all aspects of project administration including rigorously and accurately recording participant registrations, assessments, activities and outcomes using Caselink, the supervision of a small administration team and other general day-to-day office administration. The role will combine effective leadership to ensure the project operates and deliver on targets, working collaboratively with consortium partners and other local partners as well as pursuing the broader company strategy of embedding existing projects within their respective neighbourhoods and supporting in the development of new initiatives.  |
| **Overall Objectives** |
| * Support the local teams across the city of Edinburgh with administration and outcome management
* Promote the project locally and develop working relationships with a network of services, agencies, employers and projects that can assist people in the area including our employability service partners
* S/he will lead and be responsible for day-to-day office administration and reporting on outcome targets and gaining verifications
* Maintain in-house tracking spreadsheets for statistics and producing monthly reports for funders
* Help to maximise the number of outcomes for clients of our employability service in Edinburgh.
* Completing work in an accurate and timely manner
* Data entry, inputting the following onto Caselink computer system: client registrations and initial assessments, ADF requests, outcome verifications and sustainments
* Stationery – maintain supplies, placing orders
* Maintain an appropriate level of office supplies and cleaning supplies
* Oversee the maintenance of weekly sign-in sheet records
* Allocating new registrations and referrals to Employment Advisers; monitoring diaries keeping track of attendance numbers and workflow
* Complete sustainment process action by contacting employers for confirmation of employment including visiting companies and clients to attain verification evidence
* Making up new registration packs and ensuring all paperwork available in office for staff members
* Answering phone, directing phone calls, message taking and signposting when required
* All postal requirements (stamps, posting, recorded delivery, etc.)
* Minute Taking (when required)
* Provide drop-in cover for Employment Advisers including logging clients onto computers
* Filing
* Adhering to strict data protection, client confidentiality and company policies and procedures at all times
* Other ad-hoc administration duties and office duties
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| **Key accountabilities**  |
| * Working in partnership with the Project Lead(s) to ensure that services are delivered cost-effectively, and all resources, particularly staff are utilised to best effect.
* To monitor and evaluate performance and outcomes and prepare and carry out plans to make necessary adjustments to ensure success of services and contracts, whilst always working within the ethos and values of Community Renewal.
* This includes ensuring accurate records are kept on the Management Information Systems used by our funders (including CaseLink) and producing monthly registration and outcomes reports.
* To ensure that Community Renewal’s policies and procedures are implemented consistently in our Edinburgh offices including Health and Safety, Data Protection, Equalities and Staff Absence and Performance
* Any other duties as required by the Senior Management
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| **Role Requirements** |
|  | **Essential** | **Desirable** |
| **Experience** | * Experience of developing a library of information on agencies and employers
* Experience of linking individuals into services that will support their development into employment
* Experience of all Microsoft office packages
* Experience of managing petty cash, ordering and maintaining stationery and office supplies.
* Supervisory / Leadership experience
 | * Experience of project delivery within target-based employment projects
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| **Qualifications** |  | * Qualification in administration would be an advantage
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| **Knowledge/Aptitude** | * Ability to organise information via a database
* Excellent and demonstrable people management skills
* Ability to manage time across several projects and locations
* Ability to assist the SM to deliver targets and objectives
* Commitment to continuous professional development
* Excellent Information Technology skills
* To professionally represent the organisation at meetings and events, as and when required
 | * Ability to track and evaluate the progress of individuals in order to understand the long –term economic and social impact on households and neighbourhoods
* Knowledge of European Social Fund barriers and compliance would be an advantage
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| **Person Specification** |
| **Knowledge and skills** | * Communication skills with the ability to engage and work with staff, key stakeholders, employers and funders
* Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to staff and clients
* Capable of the effective supervision of administration staff/volunteers across the project
* Knowledge of the needs of the target group (low-paid employed and short-term unemployed).
* Good negotiating skills
* Knowledge of the employment training and community support structures in the local area is an advantage
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| **Experience** | * Experience of working with a wide range of agencies, including developing links and working relationships with a wide range of local services, employment and community related agencies, in particular careers, health, JCP and Money Advice Services
* Experience of IT systems
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| **Attitude and approach to work** | * Highly flexible in your approach to working hours and location
* Able to demonstrate a strong commitment to the objectives, values and vision of Community Renewal
* Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a ‘can do’ attitude
* Self-motivated, punctual, reliable, responsible and able to work under pressure and to tight deadlines
* Ability to manage time effectively; work to deadlines, and the ability and willingness to work outside normal hours when necessary
* Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination
* Committed to personal development
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| **Service Focus** | **Service provision** * Be able to demonstrate a comprehensive understanding and knowledge of Employability
* Must be a motivated and professional individual, with a desire to achieve results with a strong client focus

**Recording and monitoring*** Comfortable working with a wide range of management information; able to interpret and produce reports where required
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| **Interpersonal****Skills** | **Working with others / Leadership*** Able to network effectively at supervisory level, build and maintain constructive working relationships across a range of stakeholders.
* Excellent people skills and the ability to lead, motivate and develop a team of staff/volunteers

**Communication*** Outstanding communication and interpersonal skills, both written and verbal.
* Confident at presenting information in a variety of situations and to different audiences
* Demonstrable negotiating and influencing skills.

**Equality and Diversity*** A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
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| **Commitment to the Organisation** | **Commitment to organisational goals*** An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal.
* Willingness and ability to take ownership of issues facing the organisation

**Embracing change*** Open to and supportive of change and new ways of working
* Should exhibit openness to change and a drive for continuous improvement, and ability to deal positively with challenges and changes in strategic direction
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