



**This role is part funded by the European Social Fund**

#### JOB DESCRIPTION

**Job Title: Lead Administrator**

**Responsible to: Delivery Manager**

**Responsible for: N/A**

**Operational Area: Devon & Cornwall**

**Location: Plymouth**

**JOB SUMMARY**

The Lead Administrator works as part of the Devon & Cornwall team taking the lead and managing the administration and financial data collection predominately of the Empowering Enterprise Project, with additional administration on other contracts across Plymouth and South East Cornwall, although the role is based in Plymouth.

The Lead Administrator will take responsibility for supporting our Project Administrator, to ensure tasks are completed to deadlines.

The Lead Administrator will be responsible for providing continuous admin and financial support for our Projects, undertaking a variety of tasks, collating data, organising diaries, petty cash reconciliation, ordering and managing invoices, producing detailed financial reporting documentation, completing financial claims and ad-hoc tasks to support the project.

**MAIN DUTIES & RESPONSIBILITIES**

* To accurately reconcile and report on project financial expenditure as requested. This will involve taking a pro-active approach to obtaining the regular data required, ensuring strong relationships with internal departments that provide the data and being mindful of the effort required by all to provide this level of detail for a project.
* To support the Delivery Manager to reconcile the budgets at the end of each month through timely input of purchase data.
* To maintain a strong and positive working relationship with our funders, resolving queries or concerns through meaningful and effective communication.
* To support the Project Administrator Officer to ensure work is completed in an accurate and timely manner.
* To manage, reconcile and accurately record petty cash.
* To be mindful of the confidential nature of all the information handled.
* Ensure case files are eligible and compliant and are uploaded and posted in line with data protection.
* To support the Team on an ad-hoc basis to ensure projects are as efficient as possible.
* Work in line with project plans, organising the team’s diaries, contacting participants with any queries or to arrange attendance at training sessions.
* Ad-hoc daily tasks as and when required, including stationary ordering.

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assist with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

**KEY AREA: QUALITY**

Focus on customer satisfaction and deliver a quality service to the agreed standards

**KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* To report all Health & Safety occurrences including potential hazards to line manager
* To comply with Groundwork South Health & Safety Policy and Regulations
* To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
* Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

#### Adhere to all the policies and procedures of the organisation.

* Contribute to the Trust’s work in maintaining existing and achieving future accreditations and standards.
* Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
* Any other duties commensurate with the level of the post.

**GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues:

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

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| Person Specification | |  | | |
| **Factor** | Criteria | **Criteria to be tested by:** | | |
|  |  | **Essential/ Desirable** | **Application Form** | **Interview** |
| **Knowledge** | A good level of expertise with Microsoft programmes and an ability and willingness to use new programmes. | **E** | **X** | **X** |
| Knowledge of and an interest in community development and environmental, social and or economic regeneration. | **D** | **X** | **X** |
| **Experience** | Proven track record of successful team working. | **E** | **X** | **X** |
| Demonstrable experience of partnership working with public, private and voluntary sectors | **D** | **X** | **X** |
| Ability to manage workloads and competing priorities with excellent organisation and financial record keeping. | **E** | **X** |  |
| Experience of lottery-funded and/or European funded projects, and specifically experience of adhering to stringent compliance and reporting requirements. | **D** | **X** |  |
| Demonstrate excellent customer service to internal and external customers. | **E** |  | **X** |
| **Skills:** | Excellent IT skills using the Microsoft Office Suite and the internet. | **E** |  | **X** |
| Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally. | **E** | **X** | **X** |
| **Abilities** | Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery. | **E** | **X** | **X** |
| Demonstrate a commitment to and understanding of safeguarding and promoting the welfare of children and adults at risk | **D** |  | **X** |
| A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision. | **E** | **X** |  |
| **Special Requirements** | Able to work outside normal working hours i.e. attendance at occasional evening and week-end events. | | | |
| Full UK driving licence and access to your own vehicle for which you will need to be insured for business use. Employees are able to claim back mileage rates as per our Expenses Policy. | | | |

**TERMS AND CONDITIONS**

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| **Salary** | £20,000 per annum |
| **Contract:** | Fixed Term: 18 months (with the possibility of an extension) |
| **Hours of work:** | Your normal hours of work are 37.5 hours each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work** | Your normal place of work will be based at Hamoaze House in Plymouth . You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties |
| **Holidays:** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **References:** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006  <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/338399/An_employers_guide-28-07-14.pdf> |
| **Training:** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….

Date …………………………………………………