

JOB DESCRIPTION: SENIOR PROGRAMME SUPPORT ADMINISTRATOR

Reports to: Programme Support & Staffing Manager	Responsible for: None
Date: June 2020	Salary: £16,500 - £19,000p.a.

Role and Responsibilities

To provide high quality programme support administration services across all types of Brathay programme delivery and events working closely with Operations and Delivery staff to ensure efficient, timely and quality support.

To provide holiday and absence cover for the Staffing Officer in accordance with Brathay processes and procedures.

To support the provision of management information using core business systems as required by the Management Team.

To undertake secondments as required providing administration support during the implementation of strategic and operational projects for Brathay.

Key Tasks	% time spent
Programme Support <ul style="list-style-type: none"> • Deliver programme support administration activities for all Brathay delivery programmes and events in an efficient and timely manner. • Follow standard processes and procedures to ensure the correct allocation of all programme related resources (accommodation, activities, equipment and vehicles). • Liaise with delivery teams to ensure course materials, accreditation and evaluation data is accurate, professionally presented and available in a timely manner. • Provides supervision to Programme Support Administrators, ensuring processes are followed and acting as the escalation point to resolve any conflicts or issues. • Participate in meetings as required to ensure understanding of the needs from delivery programmes or events. • Support effective communication internally between Brathay staff and externally with clients. 	70%
Staffing Support & Administration <ul style="list-style-type: none"> • Works with Staffing Officer to understand processes and procedures for allocation of staff to delivery programmes in order to be able to provide cover during holidays/absence. • Supports the maintenance of accurate and up-to-date staffing data as necessary in line with agreed processes and procedures. • Follows processes relating to contracting and payment of associates when providing staffing cover. 	10%

<p>Provision of Management Information</p> <ul style="list-style-type: none"> • Supports the provision of Management Information reporting from key Brathay systems as required by Programme Support Manager & Staffing Officer. • Monitors core delivery data entered into key systems to ensure compliance with internal processes and procedures. • Supports the use and provision of Cinolla, ensuring all Programme Support Administrators receive suitable training, ensuring processes are followed and raising issues as required. • Supports documentation production for internal and external audits as required. 	<p>20%</p>
<p>Secondments to Brathay Projects</p> <ul style="list-style-type: none"> • On a secondment basis, work for the Project Manager, to provide administration, process and reporting support during the implementation of strategic and operation projects across Brathay. • Attend project meetings, liaise with colleagues and suppliers. • Produce support and process documentation and undertake training sessions with staff. 	<p>Variable up to 100%</p>
<p>Miscellaneous In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.</p>	

Skills and Experience

Essential

- excellent IT skills, particularly Outlook, Word and Excel,
- experience of bespoke business systems.
- a good level of numeracy
- professionalism and commitment
- good oral and written communication skills
- strong interpersonal and teamwork skills, with the ability to work with colleagues at all levels, including non-finance members of staff
- confidence to know where your expertise ends and another team member's begins
- the ability to remain impartial
- a lively and enquiring mind with a logical approach to work, combined with analytical and problem-solving skills
- a willingness to enquire and challenge when things do not make sense in order to help bring about better working practices
- organisational skills with the ability to work under pressure and to deadlines
- good attention to detail
- good communication and presentation skills
- self-motivated, with a drive to find improvements and efficiencies
- honesty and discretion
- Good influencing skills with experience of managing work distribution and supervision without direct line management authority.
- Experience of providing excellent customer service
- Problem-solving skills and ability to remain calm under pressure
- Flexibility to respond to changes in business needs with a positive attitude
- Experience of working with management information or reporting tools

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Desirable

- Experience of working in a small business or organisation.
- An active interest in the charitable sector and the work of Brathay

Education and Qualifications

Essential

- Educated to GCSE standard or equivalent in Maths and English
- Has a range of sector specific qualifications that enhance personal practice

Desirable

- Current driving licence MS Office Suite [intermediate/advanced]
- Commitment and track record of consistent personal development

Limits of Authority

£2,500 (for staffing authorisations only)

Other Essential

- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time
- **Research:** contributes to the research activity of the Brathay Research Hub

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

I understand and accept the above job description and agree to carry out the functions and duties of this post.

Signed:

Date: