

JOB DESCRIPTION

Job Title: Project Administration Officer

Reporting to: CEO

Purpose of job role

To develop, coordinate and deliver administrative tasks, procedures and systems that support Olmec's work.

Specific Duties

To provide administrative and project support for Olmec's Black on Board, First Steps in Social Enterprise and Rise Into Employment training courses and development programmes including:

- a) Delivering a positive and efficient service to the Olmec team and all internal and external customers, compliance with published service standards, good practice and all statutory and legislative requirements. Ensure that all relevant parties are kept fully informed of the progress of tasks and queries through to completion.
- b) Coordination of documentation associated with Olmec's training provision and development work. This includes printing, collating, circulating and storage of case files, timetables, assessments, presentations, PowerPoint slides, evaluation forms, attendance registers, monitoring forms, certificates and all other documentation.

Detailed Duties

- a) Be the first point of contact for all enquiries to Olmec including via the website, email and telephone.
- b) Play a lead role in administering events and training by setting up video conference meetings, circulating documents, updating Microsoft Teams and Forms, keeping attendance registers and all other administration associated with online course delivery.
- c) Carry out customer evaluation of our programmes using questionnaires, surveys, using a range of qualitative and quantitative methods.
- d) Provide personal support to staff colleagues including diary co-ordination and ordering equipment and services.
- e) Coordinate electronic filing systems for Olmec and its projects ensuring that all information can be easily accessed when required.
- f) Collating publicity material (leaflets, emails, flyers) for Olmec courses and events.
- g) Maintain a central database for Olmec updating and adding contact details as appropriate.

- h) To be responsible for organising team meetings and disseminating the minutes of meetings.
- i) Support individual team members of Olmec's team in the day to day running of projects as required.
- j) Preparing invoices and chasing payment of invoices from clients and debtors.
- k) To update information on Olmec's website as required and to ensure information on the website is always current

1) Area of specialism

Undertake a specialist role in one or more area by supporting colleagues so that this their programme/project is delivered effectively and efficiently. Develop knowledge and flexibility by working in different specialisms as required

These might include:

- a) Black on Board Beneficiary Database - which may include sending out vacancies, supporting event, completing evaluation and developing publicity material as well as any other general assistance needed
- b) Rise Into Employment - Beneficiary Database - which may include completing initial assessments, sending out vacancies, booking appointments, and developing publicity material as well as any other general assistance needed
- c) First Steps In Social Enterprise Database - developing publicity material as well as any other general assistance needed

Other Duties

This job description covers the current range of duties and will be reviewed from time to time. It is Olmec's aim to reach agreement on changes, but if agreement is not possible, Olmec reserves the right to change this job description.

PERSON SPECIFICATION - Project Administration Officer

Attributes	Essential	Desirable
Education	A good general level of education i.e. GNVQ level or equivalent	<ul style="list-style-type: none"> • A Level/Degree qualification
Knowledge & Experience	<ol style="list-style-type: none"> 1. Demonstrable practical administration skills within an office environment 2. Proven experience of using monitoring and evaluation systems 	<ul style="list-style-type: none"> • Understanding of governance and social enterprises. • Experience of working with the community and voluntary sector or co-operative and social enterprise sector
Skills and Abilities	<ol style="list-style-type: none"> 1. Demonstrable IT skills using Microsoft 365 including creating Forms, using Sharepoint, Excel, Outlook, Word and PowerPoint. 2. Advanced ability to use Zoom and Teams for video conferencing 3. Ability to communicate effectively and persuasively verbally and in writing with a wide range of people 4. Ability to organise events 5. Proven ability to manage and prioritise work-load and work to deadlines 6. Ability to manage social media accounts. 7. Ability to use Mailchimp and Eventbrite. 8. Financial literacy 	<ul style="list-style-type: none"> • Experience of working within a social enterprise • Experience of events administration or management • Ability to use WordPress and update websites • Ability to edit films from Zoom and Teams meetings.
Personality traits	<ol style="list-style-type: none"> 1. Problem solving skills 2. Initiative and creativity 3. Adaptable 4. Quick learner 	
Equality	<ol style="list-style-type: none"> 1. Understanding and commitment to Equal Opportunities 2. Knowledge of equality issues and how these impact on vulnerable groups 	
Customer Care	Track record of practising effective customer care	