

JOB DESCRIPTION

SERVICE: Programme and Fund Services (PFS)

SECTION: Programmes Team

JOB TITLE: Senior Administration Officer

RESPONSIBLE TO: Programmes Manager

**SUPERVISORY
RESPONSIBILITY:** Finance and Administration Officer x 2

KEY RELATIONSHIPS:

- Company:** Finance and Administration Officers, Programmes Manager, Assistant Programmes Managers, Head of Programme and Fund Services, Lizard Pathways Manager, other CDC teams managing funds which are supported by PFS
- External:** External partnerships and clients, steering groups and boards, business and community representatives, applicants, community groups, government agencies and departments, suppliers; Cornwall Council Members and officers, delivery channels (Cornwall and Isles of Scilly Growth Hub and Skills Hub)

MAIN PURPOSE OF THE JOB:

- To manage the administration and secretariat service within the Programmes Team, which forms a critical part of the support provided on a number of publicly funded economic development contracts.
- To manage the administration section in order to provide a high quality service to the rest of the Programmes Team and to external clients.
- To support the Programmes Manager in the delivery of a comprehensive and effective administrative function, which contributes to the successful and professional delivery of contracted work.

KEY TASKS:

Service delivery

- Oversee financial, organisational, secretarial and administrative support to the Head of PFS and the Programmes Manager to ensure the efficient running of the administration service, including support with budgets, financial journals, Time R and hourly charge rates.
- Develop and implement monitoring and administration systems to meet needs of the Programmes Team and corporate and contractual requirements.
- Develop and ensure that there is an effective planned timetable to co-ordinate and meet secretariat obligations and responsibilities on an on-going basis; proactively reviewing the need for any changes with sufficient notice.

- Develop and implement common systems for the secretariat and the wider team, which arise from partnerships and steering groups in order to ensure a consistent approach.
- Develop and implement effective systems to monitor when constitutions, terms of reference and agreements for Partnerships need to be reviewed, and co-ordinate related action.
- Develop, implement and monitor systems to ensure that secretariat obligations (minutes and agendas) are completed in a timely and accurate manner for the Programmes Manager.
- Co-ordinate and oversee the organisation and coordination of engagement events, PR and communications where required.
- Contribute to cross-cutting project or service development activities to enhance the performance of Cornwall Development Company
- Ensure internal staff comply with deadlines associated with the smooth running and accountability of the Service.
- Oversee accommodation and equipment needs, liaising with external suppliers relating to building maintenance, improvements and various office supplies.
- Undertake secretariat duties as required to cover partnership and stakeholder meetings including the co-ordination of agendas and recording of minutes, as required.

Relationship management

- Conduct presentations to partnerships and external stakeholders in order to promote relevant programmes and the work of PFS, where required.
- Build and maintain relationships with customers, clients, contractors and other key stakeholders to deliver service requirements, actively seeking feedback and implementing improvements where identified.
- Support the Programmes Manager in determining appropriate formal responses to enquiries from stakeholders and applicants.

Service development

- Support the Head of PFS and Programmes Manager at relevant meetings and events to help develop opportunities for new partnerships and/or business
- Undertake appropriate research to support the delivery of agreed priority projects and the work of the Programmes Manager
- Directly liaise with Chairs and Accountable Bodies on changes and improvements required to secretariat services, designing and implementing improvements where identified.
- Oversee the PFS web presence on the CDC website, drawing up changes and proactively updating to maintain the accuracy of the content.
- Proactively review the development of PR and communications opportunities.

Technical

- Co-ordinate and advise on improvements to administrative systems, including IT, to ensure best practice is implemented in relation to contractual requirements as well as company policies and associated legislation.
- Support the Programmes Manager in reviewing the quantity of time spent on administration and secretariat tasks, monitoring this against budget targets to maintain value for money.
- Support the Programmes Manager in taking corrective action where the time spent on tasks exceeds the amount allocated in individual budgets.

- Provide advice and support to team members on administrative systems and associated IT and ensure best administrative practice is implemented in relation to EU requirements, Company policies and associated legislation.
- Provide advice to external stakeholders on eligibility of proposals for relevant funding and the processing of funds and claims, reviewing expressions of interest, where required.
- Undertake finance checks on project grant claims.

Leadership & management

- Manage the Finance and Administration Officers.
- Mentor, advise or guide trainees or seconded staff as required.
- Proactively contribute to the management of the Programmes Team in support of the Programmes Manager.
- To provide management to additional administration staff utilised/employed by the service where required.

Performance reporting & management

- Supervise the collection of data to support the Head of PFS and Programmes Manager in the submission of accurate and timely corporate and funding body returns and reports.
- Support the Programmes Manager and Head of PFS in planning effective financial, administrative and secretariat support for potential new work, in accordance with the requirements of approved funding bids.
- Oversee the compliance of all secretariat and administration internal files and data in impeccable order and in accordance with audit requirements and company practices
- Support the monitoring and reporting on outputs and outcomes as required by funders or other stakeholders by maintaining accurate records of programme activity and client files
- Support the Programmes Manager in the development of systems to support programme and contractual requirements

Resource management

- Support the procurement of third party service providers necessary to deliver elements of the individual programme requirements, maintaining compliant records in all cases.
- Support the Programmes Manager in overseeing procurement processes of services in support of partnerships, stakeholders or team resources.
- Operate within any agreed expenditure limits, ensuring that value for money is achieved and that all spending is within agreed limits.
- Ensure appropriate financial records are maintained for income and expenditure
- Maintain central records of storage, IT equipment and software used within the Service

Customer feedback

- Provide a point of contact for customer feedback, supporting the Programmes Manager in determining appropriate responses, including the co-ordination of all background information, such as timelines of activity.
- Collate written responses to enquiries and complaints for approval by senior staff

KEY RESULT AREAS:

- Deliver a high quality and effective secretariat and administration service for partnerships, stakeholders and the Programmes Team in order to reaffirm the reputation of PFS.
- Develop and maintain a strong working relationship between the administration and secretariat service and the rest of the Programmes Team.
- Ensure the effective and timely co-ordination of secretariat and administration tasks in order to adhere to budget targets.
- Manage a compliant secretariat and administration service in order to meet the requirements of funding bodies and managing authorities.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Carry out responsibilities with due regard to the General Data Protection Regulation
- Carry out responsibilities with due regard to the Equality Act 2010 and the Company's Equal Opportunities Policy.
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: **March 2019**

Approved by manager: **March 2019**

Approved by HR evaluation panel:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Programme & Fund Services
SECTION: Programmes Team
JOB TITLE: Senior Administrative Officer

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Significant experience in an administrative role • Significant and demonstrable experience of line management • Demonstrable experience of developing and implementing administrative systems to meet user needs • Excellent experience of using and developing financial and accountancy processes • Excellent customer service experience • Good experience of monitoring and measuring tasks within set budgets • Experience of collating complex data for grant funding bodies • Experience of managing and updating web sites and data sources 	<ul style="list-style-type: none"> • Experience of liaison with the private, public and voluntary sectors • Experience of making presentations to external groups 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • NVQ4 in Business Administration or equivalent qualification/ experience 	<ul style="list-style-type: none"> • Formal training in accountancy or finance • ECDL or equivalent IT qualification 	<ul style="list-style-type: none"> • Application form / CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to lead and manage a small team and drive high standards • Ability to be proactive and work on own initiative with little supervision • Ability to find solutions that are achievable and realistic • Attention to detail • Customer focused • Meets deadlines and performance standards • Ability to identify PR and promotional opportunities in order to market achievements • Ability to liaise with multi-disciplinary teams • Ability to work in a changing environment • Compliant with sensitive and confidential information • Ability to organise and coordinate meetings, other events, travel arrangements • Positive “can do” attitude with enthusiastic approach including constructive suggestions for improvements • Resilience and adaptability • Ability to develop and sustain effective partnerships with professionals from other business support agencies • Ability to work well within a small team environment and with external contacts • Good team player 	<ul style="list-style-type: none"> • Demonstrates interest in local issues and regeneration • Excellent networking skills • Good negotiation skills 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent line management skills • Ability to compile information, format and present in an effective way • Excellent customer service and communication skills • Report writing skills • Good minute-taking skills, including experience of minute taking for high level external partnerships • Good research skills and the ability to assess data with computer software • Excellent organisational, administrative and planning skills • Well-developed communications skills 	<ul style="list-style-type: none"> • Knowledge of project appraisal tools and techniques • Research skills and the ability to analyse data • Ability to contribute to the development of PR and communication processes • Ability to analyse budgets • An understanding of Enterprise Resource Planning (ERP) systems or similar 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Fully competent in the use of ICT including the main Microsoft packages • Ability to travel to meet the requirements of the role • Some flexible working outside normal office hours may be required 	<ul style="list-style-type: none"> • Access to own vehicle 	<ul style="list-style-type: none"> • Application form / CV • Interview • References