



European Union  
European Regional  
Development Fund



## **JOB DESCRIPTION**

<b>SERVICE:</b>	Development Services
<b>SECTION:</b>	Superfast Cornwall
<b>JOB TITLE:</b>	Administrator
<b>FUNDED BY:</b>	European Regional Development Fund and Cornwall Council
<b>RESPONSIBLE TO:</b>	Project Manager
<b>SUPERVISORY RESPONSIBILITY:</b>	None

### **KEY RELATIONSHIPS:**

<b>Company:</b>	Superfast Cornwall project team, Central Services, Development Services teams
<b>Council:</b>	Officers within Economic Growth Service
<b>External:</b>	Wide range of Businesses (SMEs), Externally appointed contractors (e.g. marketing, research), other stakeholders making enquiries

### **MAIN PURPOSE OF THE JOB:**

- To support the delivery of the Broadband Grants, Business Digital Grants and Marketing workstreams. This will be through the provision of proactive and effective administrative, compliance and budgetary support to the Superfast Cornwall team, and close working with the CDC Central Services
- To support the Contract Management (Procurement, Reporting) and Claims & Audit workstreams with the gathering and filing of required administration and evidence
- To be the initial point of contact to respond to enquiries from potential or existing project applicants, individuals, businesses and internal CDC colleagues
- Managing Health & Safety and administrative procedures ensuring adequate allocation of resources and a safe, secure working environment

### **KEY TASKS:**

#### **Service delivery**

- To support the Broadband Grants and Business Digital Grants workstream, including:
  - Following (with Central Services) an efficient and straightforward process for business applicants
  - Assisting with checking of applications to ensure they are of high quality applications when passed to Central Services colleagues for processing, offer letters etc. and to work closely with the Superfast Cornwall and Central Services to ensure all the required evidence is gathered for compliance with ERDF requirements
  - Liaising with Central Services to ensure smooth processes deliver an excellent customer experience
  - Maintaining the project CRM system relating to communications and support for SMEs



- Working closely with the Superfast Cornwall and Central Services to ensure all the required evidence is gathered for compliance with ERDF requirements
- To support the Marketing & PR workstream, including
  - Assisting with the delivery of the agreed marketing plan
  - Liaison with external contractors appointed to undertake marketing activities
  - To help ensure that all SME communications are delivered in a clear, easily accessible, jargon free way that target SMEs can understand
- Support the Programme Manager and Superfast Cornwall team with other activities across the breadth of the wider programme, including:
  - Becoming the main point of contact for enquiries into the programme, and responding to these or referring them on as appropriate
  - Contract Management – Creating procurement files with appropriate evidence, assisting with reporting requirements
  - Claims and Audit – Supporting the Programme Manager preparing for these activities
  - Business Digital Support – Providing administration support to the Business Digital Consultants if required
  - Assisting and providing support for the delivery of the 'cross-cutting themes' workstreams of Sustainable Development and Digital Inclusion
- This role will manage site safety for the team, encompassing Health and Safety legislation, Fire Drill supervision and DSE assessment, for which training will be provided if required
- All activities will be undertaken in a GDPR compliant way, and any queries within the programme should be raised with your line manager asap.

### **Relationship management**

- Develop an excellent relationship with CDC colleagues, particularly in Central Services as their support will be required for smooth delivery of the grants based activities
- Develop an excellent relationship with any externally appointed contractors
- As the main point of contact for queries, becoming able to respond or to refer them on in a professional and helpful manner

### **Service development**

- Cover for some of the team's tasks if unavailable, and provide other required support

### **Technical**

- Keep up to date with the ERDF funding requirements, including procurement, publicity and claims processes
- Keep up to date with digital developments which can benefit SMEs, including any with a broadband focus
- Keep up to date with developments in broadband market

### **Leadership & management**

- To manage the Health and Safety requirements of the Superfast Cornwall team
- To undertake all required corporate training, including GDPR and Health and Safety modules



## Performance reporting & management

- Undertake required duties relating to your own performance management

## Resource management

- Support the Superfast Cornwall team in ensuring that sound financial controls and reporting procedures are in place and follow all audit requirements
- Manage the procurement of other external services as required, ensuring compliance with procurement rules
- Becoming familiar with EU procurement and publicity rules

## Customer feedback

- Maintain excellent communication channels with all stakeholders contacting the programme, including target SMEs

## KEY RESULT AREAS:

- Broadband Grants and Business Digital Grants workstreams – effective administration including auditable filing of all required evidence for compliant delivery
- Marketing and PR workstream – providing effective support to ensure the delivery of the activities
- Health and Safety – effective delivery of the team's H&S needs

## 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.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development 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:** XXX  
**Approved by manager:**  
**Agreed with post holder:**  
**Date Personnel informed:**



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## PERSON SPECIFICATION

**SERVICE:** Development Services

**SECTION:** Superfast Cornwall

**JOB TITLE:** Administrator

### EXPERIENCE

Essential	Desirable	How identified
<p>Demonstrable experience of providing administrative support to a team</p> <p>Experience of developing and/or managing administrative systems to store data and meet audit requirements</p> <p>Experience with MS Office tools, especially Word, Outlook and Excel</p> <p>Track record of success in previous roles / projects</p> <p>Experience of developing and sustaining effective relationships with partners, stakeholders and internal colleagues / customers</p> <p>Experience of working in a busy and deadline-driven environment</p> <p>Experience of dealing with customer phone and email queries and responding / escalating</p>	<p>Previous experience of administering ERDF projects and an understanding of associated compliance and reporting requirements</p> <p>Experience of using / updating websites and social media for publicity purposes</p> <p>Experience of Health and Safety and GDPR matters</p>	<p>Application form</p> <p>Interview</p> <p>References</p>

### EDUCATION & TRAINING

Essential	Desirable	How identified
<p>NVQ Level 4 Business Administration qualification or demonstrable equivalent professional experience</p>	<p>GDPR and Health and Safety training</p>	<p>Application form</p> <p>Certification</p>

### BEHAVIOURS

Essential	Desirable	How identified
<p>A highly motivated self starter</p> <p>Enthusiastic and positive approach</p> <p>Ability to liaise with multi-disciplinary teams</p> <p>Ability to work on own initiative or as part of a team</p> <p>Resilience and adaptability</p> <p>Excellent communication skills</p>		<p>Interview</p> <p>References</p>

**KNOWLEDGE & SKILLS**

Essential	Desirable	How identified
<p>Excellent organisational, planning and communication skills</p> <p>Good knowledge of MS Office tools, especially Word, Outlook and Excel</p> <p>Ability to organise and coordinate events, meetings and travel</p> <p>Ability to use initiative, innovate, identify problems and solutions that are achievable and realistic</p> <p>Ability to compile information, format and present in an effective way</p> <p>Report writing skills</p>	<p>Ability to monitor budgets</p> <p>An understanding of project management techniques and a focus on outcomes</p> <p>An understanding of CRM systems or similar</p> <p>A basic understanding of business support organisations and provisions in Cornwall</p> <p>Good research skills and the ability to assess data with computer software</p> <p>Ability to contribute to the development of marketing activities</p>	<p>Application form</p> <p>Interview</p> <p>References</p>

**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
<p>Ability and willingness to work flexibly from home or convenient touch-down locations</p>	<p>Access to own vehicle and ability and willingness to travel</p>	<p>Interview</p>



	Willingness to work some evenings/weekends with time off in lieu	
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