



JOB DESCRIPTION

SERVICE: Skills Development Services

SECTION: Cornwall and Isles of Scilly People Hub (PA2)

JOB TITLE: **Administrator & Events Officer**

RESPONSIBLE TO: Partnership Manager

FUNDED BY: European Social Fund, Cornwall Council

SUPERVISORY RESPONSIBILITY: **None**

KEY RELATIONSHIPS:

Internal: Head of Skills Development Services, Partnership Manager, People Hub Manager, People Hub team, Skills Access Hub, Growth Hub, CDC Finance, Claims and Audit team.

External: People Hub Steering Group, delivery partners, Cornwall Council, Inclusion Cornwall, Jobcentre Plus, ESF and mainstream providers, training organisations, stakeholders, externally procured service providers

MAIN PURPOSE OF THE JOB:

- To support the marketing and promotion of the People Hub (PA2); supporting the Partnership Manager to ensure successful engagement of the service by eligible participants.
- To ensure effective financial, organisational, secretarial and administrative support is provided to the People Hub Partnership Manager and the members of the People Hub Team.

KEY TASKS:

Service delivery

- To support the Partnership Manager in promoting and marketing the People Hub (PA2) in order to maximise the take up of the service by eligible participants.
- To establish sound, compliant and efficient administrative systems in support of the delivery of the People Hub (PA2) and its events.
- To provide compliant financial, organisational, secretarial and administrative support to ensure the efficient running of the People Hub (PA2) Team and its activities and to ensure it meets contractual obligations.
- To establish and maintain systems to record management data in relation to promotional and marketing activities in order to assess the effectiveness of strategies, events and campaigns undertaken.
- To ensure that the data administration for the project is accurately and efficiently recorded.



- To support the provision of the secretariat for People Hub (PA2) Steering Group meetings including appropriate venue checks, accurate compilation of agendas and minute taking.
- To assist with PR and communications information and enquiries.
- To contribute to cross-cutting project or service development activities to enhance the performance of the People Hub (PA2) and Cornwall Development Company.
- To support the People Hub (PA2) Connectors in coordination of appointments with eligible participants.

Relationship management

- To actively contribute to maintaining strong relationships with delivery partners and key stakeholders to deliver service requirements.
- To actively support the development of strong relationships with training and other service providers to meet project needs.
- To actively work with the People Hub Partnership Manager and Training Framework Manager to establish strong relationships and links with the Cornwall and Isles of Scilly Growth and Skills Hubs.
- To determine appropriate responses to initial enquiries from clients, seeking approval where required.

Service development

- To develop robust administrative and technical processes that support delivery and contribute to the efficient running of the People Hub Team and its events.
- To contribute to cross-cutting project or service development activities to enhance the performance of the People Hub and Cornwall Development Company.

Technical

- To provide advice and support to People Hub team members on administrative systems and associated software and ensure best administrative practice is implemented in relation to EU requirements, Company policies and associated legislation.
- To support the People Hub team and delivery partners on matters of beneficiary eligibility.

Leadership & management

- To lead the establishment and delivery of the administration function for the Team in support of the Partnership Manager, ensuring that information is accurately and efficiently recorded and that any shortfalls are identified and highlighted to the People Hub Manager.
- To assist in mentoring, advising or guiding trainees or seconded staff as required.

Performance reporting & management

- To develop and monitor administrative systems to ensure all internal and funding body requirements are met.
- To support the People Hub Partnership Manager and Compliance Manager in ensuring administrative records and files are fully compliant with ESIF requirements.
- To support the People Hub Compliance Manager to prepare for internal or external audits of the project.
- To ensure the establishment and maintenance of accurate and compliant systems including the control, retention and retrieval of documentation, data and files/records



- To collate agendas, reports, minutes etc. to support People Hub team members and partners at internal team meetings and Steering Groups in the delivery of the service and decision-making
- To maintain all internal files and data in accordance with EU funding and other audit requirements and Company practices
- To provide dedicated operational and technical support to the team as required.

Resource management

- To ensure robust financial and performance/output records are maintained for all areas of People Hub Team responsibility
- To support the creation and establishment of a People Hub Events and Marketing Plan.
- To ensure IT systems, equipment and software used by the People Hub team are fit for purpose and compliant with funding requirements
- To support the coordination of any training plans and the delivery of training

Customer feedback

- To provide a point of contact for customer feedback for the Team, determining an appropriate response when required
- To collate written responses to enquiries and complaints for approval by senior staff

KEY RESULT AREAS:

- To provide effective, high-quality administrative and organisational support service to the Partnership Manager and the People Hub Team.
- To provide well co-ordinated events and outreach activity for the People Hub.
- To ensure the development and delivery of efficient administrative systems that meet the needs of the People Hub and its events.
- To support the Partnership Manager in building strong relationships with externally procured services (e.g. website and marketing).

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 and current Data Protection policy
- Carry out responsibilities with due regard to the Company's Equality of Opportunity and Sustainable Development Policies
- 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: July 2021

Approved by manager: July 2021

Agreed with post holder:

Date Personnel informed:



PERSON SPECIFICATION

SERVICE: Skills Development
SECTION: People Hub
JOB TITLE: Administrator & Events Officer

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Significant experience in an administrative role • Experience in co-ordinating and delivering events and outreach activity • Experience of researching market trends and interpreting data • Demonstrable experience of developing administrative systems to meet user needs • Experience of financial and accountancy processes • Experience of dealing with grant funding bodies and external stakeholders • Experience of EU funding Programmes and meeting their compliance, audit and administrative requirements • Experience of accurate and efficient data collection, co-ordination, minute taking and recording systems. • Experience of managing resources 	<ul style="list-style-type: none"> • Experience of liaison with the private, public and voluntary sectors 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • NVQ3 in Business Administration or demonstrable equivalent qualification 	<ul style="list-style-type: none"> • Level 4 qualification 	<ul style="list-style-type: none"> • Application form/ CV • Certification

**BEHAVIOURS**

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to liaise with multi-disciplinary teams • Proactive attitude with desire to identify relevant information and market trends • Ability to work on own initiative or as part of a team • Ability to meet deadlines and performance standards • Excellent communication and negotiating skills • Report writing skills 	<ul style="list-style-type: none"> • Proven ability to influence others to achieve outcomes • Networking 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 customer service skills • Ability to compile information, format and present in an effective way • Excellent communication skills • Excellent 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 • Ability to organise and coordinate travel arrangements, meetings or other events • Ability to use initiative, innovate and find solutions that are achievable and realistic 	<ul style="list-style-type: none"> • Research skills and the ability to analyse data • Ability to contribute to the development of PR and communication processes • Ability to analyse budgets 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References



<ul style="list-style-type: none"> • Good research skills and the ability to assess and interpret data • Ability to compile information, format and present in an effective way 		
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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 • Some flexible working outside normal office hours may be required • This post will require a DBS Basic Check 	<ul style="list-style-type: none"> • Access to own vehicle 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References