

Ahead Partnership

Project Administrator Job Description

Who we are

Since 2004, Ahead Partnership has partnered with leading employers across the UK to help them maximise their social impact and be a force for good in their communities. We do this by co-creating flagship careers and skills programmes with employers that help young people to find a successful future in key sectors of the economy.

We are passionate about the role that employers can play in enabling young people to achieve their full potential, regardless of background. Our work focuses on improving social mobility, removing barriers and supporting greater diversity and inclusivity within the future workplace.

We lead the way in developing professional, tailored programmes of careers and skills engagement with employers that open up opportunities to young people across key sectors. Our programmes not only support young people by developing their understanding of careers and building confidence and skills, they also help employers to tackle skills shortages by strengthening the talent pipeline - a win/win outcome for everyone involved.

We take a design-led approach to all our work and develop tailored programmes and solutions that really work both for our employer partners and the young people that take part. We are a values-led consultancy without shareholders or investors and reinvest all our surpluses in furthering our mission and maximising our social impact.

About our team

We are a team in every sense and because we all pull together, our working environment is very supportive. Our culture is non-hierarchical and each member of our committed team is individually empowered to be an agent of positive change.

The nature of our work is always changing, and we all thrive on this. There's never a dull day at Ahead Partnership and every member of our team is responsive and flexible, eager to develop new skills, experience and ideas.

Ahead Partnership values and culture

We have built a team of committed and passionate individuals who live our values and culture:

- **Change:** We inspire change and embrace challenges in the way we develop and deliver our ideas. We learn from experience and foster an environment where new ideas are celebrated and encouraged
- **Passion:** We are passionate and positive about all our work. We take pride in what we do, responsibility for what we achieve and are always proactive in our approach
- **Individuality:** We recognise individual strengths and support everyone we work with. We celebrate differences and show kindness in all situations.
- **Partnership:** We succeed as one team. We are collaborative and respectful to create a culture of trust, where sharing and learning is easy and people can thrive.

About the job role

The Administration team is the engine room in our organisation and our administrator roles are critical to our success. The entire team relies heavily on the Admin team and it is essential that the function works well, is responsive and efficient.

As a Project Administrator you will work closely with our programme teams to ensure the smooth delivery of their programmes. You will have access to coaching and will work with many colleagues across our whole business.

The key responsibilities of the role will include:

Delivery Support

- Providing support and assistance in the administration of projects.
- Communicating and liaising with businesses, schools, community, and public sector partners.
- Creating resources, paperwork, briefing packs and reports of project information.
- Editing and uploading digital/recorded resources and maintaining register of usage.
- Ordering equipment or resources needed for events.
- Manage process for storing and sharing photographs taken at events.
- Data input of the results of collected feedback into the database.
- Populating electronic feedback systems and consolidating results to produce feedback summaries for events.
- Creating and updating records across our IT systems including MS Dynamics CRM. – Ensuring all data input is entered accurately and within timescales.
- Booking hotels and transport for members of the team where required.
- Supporting team members prepare for events – including packing resources and preparing paperwork.
- On occasion, supporting with adaptation of written materials for events.
- On occasion, being a support member of staff at Ahead Partnership's events.

General Team and Office support

- Answering the phone; taking messages, transferring calls and supplying information as appropriate.
- Supporting with booking meetings and training for team and booking the team's attendance at external events.
- Supporting with ensuring a tidy and safe office environment.
- General support to ensure smooth running of the office – e.g. managing the mail, etc.
- Handling petty cash and keeping basic financial records.

Other

- Provide cover for other administrative posts within the organisation as required.
- Any other tasks as requested and commensurate with the post.

About you

We are looking for people who have a flexible, keen, can-do attitude. We can train you in the technical elements of the role, but it is often harder to train the right attitude. You will share our passion about our vision and mission and will be keen to play your part in ensuring our ongoing success.

We are looking for the following experience and skills:

Experience

IT systems – Experience of working on a computer and with Microsoft programmes in any setting.

Skills

Highly Organised

- Have an organised, consistent and methodical approach and be a structured thinker.
- Have excellent attention to detail.
- Have strong time management skills, effectively prioritising your workload and handling multiple projects and tasks at once.

Creative Problem Solver

- Take a proactive approach to solving problems and developing solutions.
- Have a positive attitude to flexibility and embracing change.
- Bright with initiative, always looking for solutions and ways to resolve challenges.

IT skills

- Have good Microsoft Office skills.
- Accurate data entry skills.
- Be comfortable with computers and IT systems.
- Comfortable using social media platforms as a business communication channel.
- You will be a quick learner and be able to pick up new systems (and admin processes) easily.

Team Player

- Be a positive team player who can work both in a team, and independently.
- Take part in coaching with other members of the team and learn from each other.

Confident and Effective Communicator

- Strong, proactive and responsive communicator and able to adapt your communication style.
- Always proactive and clear with colleagues on status of admin requests e.g. progress, seeking clarification, potential delays, competing priorities etc.
- Excellent, professional manner - e.g. on the phone, on teams calls, in meetings etc.
- Have a careful and professional approach to all kinds of written or verbal communication.
- Good grasp of written (spelling and grammar) and spoken English.

Self-driven, calm and resilient

- Able to self-manage workload and competing priorities from multiple colleagues simultaneously – ability to multi-task is key.
- Work under pressure.
- Take responsibility for your own professional development and drive this forward.

Education

GCSEs (or equivalent) – Maths and English

Housekeeping

- Working hours – a standard full-time week is 37.5 hours, with flexible start and finish times.
- The role is based in our Leeds Head Office.
- A DBS check will be required for this role.
- Flexible working, part-time working, and other arrangements happily considered.

We may well require some flexibility with your working hours, based on our programmes. We will always provide sufficient notice, to enable you to ensure your availability.