

PROGRAMME ADMINISTRATOR

(Big Lottery Building Better Opportunities – Refugees into Sustainable Employment Contract)



Job Description

Introduction

Renaisi has been delivering RISE to support refugees in 10 boroughs in North & East London into sustainable employment since 2017, and funding is in place until 2022. This project is funded by the European Social Fund and The National Lottery Community Fund.

The purpose of our Employment Programmes is to assist hard to reach communities back into the labour market by providing individuals with direction through a specially designed menu of services. These services include engagement, diagnostic assessment, employability skills, advice and guidance, signposting to specialist provision and short vocational courses, jobsearch, assistance with interviews, and in work support.

Function of the Post

To assist the RISE Programme Manager and delivery team to carry out general administrative tasks to support the delivery of the project, including monitoring and collating paperwork, quality checking and producing management information reports for quarterly returns to the Big Lottery.

Duties & Responsibilities

- To copy, collate, archive and file confidential documentation in line with ESF and Big Lottery requirements
- To assist employment teams with general administration duties including photocopying, printing, sending standard letters and helping prepare monthly reports
- To answer the telephones and direct calls to members of staff or take messages as appropriate
- To be the first point of contact for customers attending the RISE programme
- To greet clients and direct them to the relevant member of staff or meeting
- To order office supplies
- To issue small amounts of petty cash to clients and staff
- To reconcile petty cash, BACS and credit card payments and liaise with the Finance Manager when applicable
- To compile and record attendance sheets
- Run monitoring reports from databases and input data
- To quality assure output evidence to submit in monthly returns
- To update the jobs board on a daily basis
- To make weekly in work support calls to clients in work and refer any issues to their Caseworker
- Carry out all duties in accordance with Renaisi, its Equal Opportunities Policy and Charter.
- To work in accordance to confidentiality and data protection
- To maintain appropriate relationships with clients and other agencies to promote the interests of the Company



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Notes

1. In addition to the above, you will be required to carry out any other duties required to ensure the implementation of the programmes and projects or other areas of work for which the Company is responsible.
2. This list is not to be regarded as exclusive or exhaustive. Any additions or alterations will be put in writing by the Chief Executive.

Personal Specification

Job Requirements
<p>1. Equalities</p> <ul style="list-style-type: none">• Proven and demonstrable commitment to the principles and practice of equal opportunities
<p>2. Experience</p> <ul style="list-style-type: none">• Experience in filing and archiving• Experience in carrying out administrative tasks• Experience of working in a busy environment and managing multiple demands• Experience of data entry• Experience managing small amounts of petty cash• Experience of providing high levels of customer service• Experience of reviewing data and producing reports• Experience with petty cash handling and reconciliation• Experience with credit card and bac transfer reconciliation
<p>3. Knowledge</p> <ul style="list-style-type: none">• Knowledge and understanding of IT based systems, including Word and Excel.• Knowledge of quality assurance
<p>4. Skills</p> <ul style="list-style-type: none">• To prioritise and plan a heavy work load• To complete tasks to tight deadlines• To communicate effectively both orally and in writing• IT skills specifically for Windows software such as Excel, Outlook and Word• Problem solving skills• Skills in customer care
<p>5. Qualifications</p> <ul style="list-style-type: none">• Evidence of relevant administrative, numeracy, literacy, IT or similar qualifications would be advantageous.



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Job Profile

Job Title	Programme Administrator (Big Lottery Building Better Opportunities – Refugees into Sustainable Employment contract)
Accountable to	Programme Manager
Location	Haggerston Community Centre, 8 Lovelace Street, London E8 4FF with travel to multiple locations
Salary	£ 19,201 - £24,000 per annum (depending on experience and qualifications) (for part time employees this figure will be pro-rata accordingly)
Hours of Work	35 hours per week, full time working on Big Lottery Building Better Opportunities – Refugees into Sustainable Employment contract
Superannuation	Renaisi is a member of the NEST pension scheme. You will be automatically enrolled into this scheme, subject to eligibility.
Annual Leave	25 days per annum, plus statutory and public holidays (pro-rata for part time employees)
Probation	6 months
Contract	Permanent
DBS Check	You will be required to undertake an enhanced DBS check for this position which the company will pay for.

