

Job Title: ASSISTANT PROJECT MANAGER (PROJECT FACILITATOR)

THIS ROLE IS PART FUNDED BY THE EUROPEAN REGIONAL DEVELOPMENT FUND (ERDF)

Reports to: Project Manager

Job Purpose:

Support Project Manager and project manage, implement and administer on a day-to-day basis the ERDF BSUS Cumbria project. Support the Deputy Chief Executive, implementing and administering on a day-to-day basis DWP's NEA project.

Principal Accountabilities:

In relation to the ERDF BSUS project

- Assist Project Manager to successfully deliver the ERDF BSUS project
- Day to day implementation and project management of ERDF BSUS, working with the Project Coordinator
- Dealing with referrals in and enquiries
- Arranging delivery of project activities, working with colleagues, subcontractors, partners and other stakeholders as appropriate including organising events, training and workshops and arranging advice
- Ensuring project paperwork and evidence is completed/obtained and meets audit requirements
- Coordinating and maintaining project records, including creation and maintenance of CRM records, and working on assembling and analysing information to produce regular reports and claims, including PPRs
- Facilitating appropriate referrals to the range of BSUS services and other support activities
- Organising project meetings
- Communicating effectively with clients, project delivery teams, funders and other stakeholders
- Promotional activities, working as relevant with other members of the team, engaging potential clients and other stakeholders
- Customer satisfaction monitoring, measurement and reporting
- Proactively engaging intermediaries and consultants in referrals and other project activities
- Liaise and engage with partners and wider stakeholders
- Engaging proactively with stakeholders to promote and encourage interest in start-up and enterprise and encourage take-up of the support available
- Any other activities required to deliver the project

In relation to the DWP NEA project

- Support the Deputy Chief Executive to deliver the NEA project, working with the Project Coordinator
- Day to day implementation of NEA
- Dealing with referrals in and enquiries, including PRAP referrals and updates
- Arranging delivery of project activities, working with colleagues, subcontractors, partners and other stakeholders as appropriate including organising events, training and workshops and arranging advice
- Ensuring project paperwork and evidence is completed/obtained and meets audit requirements
- Coordinating and maintaining project records, including creation and maintenance of CRM records, and working on assembling and analysing information to produce regular reports and claims
- Facilitating appropriate referrals to the range of services and other support activities
- Organising project meetings
- Communicating effectively with clients, project delivery teams, funders and other stakeholders
- Promotional activities, working as relevant with other members of the team, engaging potential clients and other stakeholders

- Customer satisfaction monitoring, measurement and reporting
- Proactively engaging intermediaries and consultants in referrals and other project activities
- Liaise and engage with partners and wider stakeholders
- Engaging proactively with stakeholders to promote and encourage interest in start-up and enterprise and encourage take-up of the support available
- Any other activities required to deliver the project

Planning and Organising:

- Planning and organising project delivery activities, working with colleagues as appropriate
- Planning and organising project records

Decision Making:

- Day-to-day decision making with regard to the job role within the guidelines and ethos of the organisation
- Supporting the recording, presentation and analysis of project documentation and information
- Arranging project delivery activities
- Implementing marketing and communications activities as agreed with the Deputy Chief Executive

Internal and External Relationships:

- Stakeholder management
- Developing and maintaining an effective day to day working relationship with the rest of the Chamber team including MIC
- Working with the rest of the Chamber team (including MIC) to promote Chamber and MIC activities
- Maintaining good relationships with member businesses and with wider partners and developing good relationships with potential members

Knowledge, Skills and Experience Needed:

- Robust, straightforward, target focussed, enthusiastic and self motivated
- Ability to develop and maintain effective working relationships with a wide variety of partners
- Graduate or relevant experience equating to graduate capabilities
- Good analytical skills, proven administration and IT competencies
- Self-confident, quick learner with potential for further development
- Strong project administration and coordination skills and experience
- Marketing and promotions capability and experience
- Excellent communication, leadership and organisational skills
- Track record of delivery against targets, ideally in a challenging commercial environment

PERSON SPECIFICATION

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| COMMUNICATION SKILLS | Essential | Desirable | How Tested |
|---|-----------|-----------|------------|
| Excellent oral and written communication skills | / | | AF/I |
| Ability to develop and maintain relationships with a wide variety of partners and organisations | / | | AF/I |
| QUALIFICATIONS | | | |
| Business qualification | / | | AF |
| Graduate or relevant comparable experience | / | | AF |
| WORK EXPERIENCE/JOB SKILLS | | | |
| 3 years relevant experience | / | | AF/I |
| Sound analytical skills | / | | AF/I |
| Broad ICT competencies | / | | AF/I |
| Sound administration skills | / | | AF/I |
| Project administration and coordination experience and capability | / | | AF/I |
| Excellent communication and organisational skills | / | | AF/I |
| Delivery against targets in a challenging commercial environment | | / | AF/I |
| Project support experience and capability | / | | AF/I |
| Event organisation capability and experience | / | | AF/I |
| Project management capability | / | | AF/I |
| Project management experience | | / | AF/I |
| MANAGEMENT/SUPERVISORY STYLE | | | |
| Ability to manage own time and activity on a day to day basis | / | | AF/I |
| PERSONAL QUALITIES | | | |
| Personal drive and enthusiasm | / | | AF/I |
| Ability to work in a challenging environment, prioritising workload to meet tight deadlines. | / | | AF/I |
| Confidence to take on new roles | / | | AF/I |
| Robust, straightforward and target focussed | / | | AF/I |
| Self confident and a quick learner with potential for further development | / | | AF/I |
| Commercial acumen | / | | AF/I |
| OTHER ATTRIBUTES | | | |
| Ability to travel around and outside the county. | / | | AF/I |
| Valid UK licence | / | | AF |
| Ability and willingness to work flexibly | / | | AF/I |

How tested: AF= Application Form, I = Interview