

Job Title: Project Coordinator

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

Reports to: Project Manager

**Job Purpose:**

Support the Project and Programme Managers in, and administer, the successful development and implementation of ERDF projects.

**Principal Accountabilities:**

- Day to day implementation and project administration
- Dealing with referrals in and enquiries and providing a telephone service and triage, supported by colleagues
- On a day-to-day basis and under the supervision of the Project/Programme Managers, arranging delivery of project activities, working with colleagues, subcontractors, partners and other stakeholders as appropriate including organising events, training and workshops and arranging advice sessions
- Following up on client support to help ensure that clients move through and complete support in a timely manner
- Ensuring project paperwork and evidence is completed/obtained in a timely manner and meets audit requirements
- Administration to support project activities, including, for example, filing (hard copy and electronic), photocopying and scanning
- Coordinating and maintaining project records, including creation and maintenance of CRM records
- Providing a high quality administrative and support service for the Project and Programme Managers
- Facilitating appropriate referrals to the range of project services and other support activities
- Organising project meetings
- Communicating effectively with clients, project delivery teams, funders and other stakeholders
- Supporting promotional activities, working as relevant with other members of the team
- Supporting customer satisfaction monitoring, measurement and reporting, including, for example, issuing and collating feedback sheets and online surveys
- Any other activities required to deliver the projects

**Planning and Organising:**

- In line with agreed systems, organising project delivery activities, working with colleagues as appropriate
- In line with agreed systems, organising project records, working with colleagues as appropriate

**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 as agreed with the Programme and Project Managers

**Internal and External Relationships:**

- Developing and maintaining an effective day to day working relationships with the rest of the Chamber team including MIC, and with Chamber partners, contractors, funders and other stakeholders
- 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 internally and externally
- Proven administration and IT competencies including working knowledge of Microsoft Office software
- Self-confident, quick learner with potential for further development
- Strong project administration and coordination skills and experience
- Good communication and organisational skills
- High level of accuracy while also working quickly and to deadlines
- Ability to work effectively in a challenging a challenging commercial environment

**PERSON SPECIFICATION**

**JOB TITLE: PROJECT ADMINISTRATOR**

| COMMUNICATION SKILLS  | Essential | Desirable | How Tested |
|---|-----------|-----------|------------|
| Good oral and written communication skills  | /         |           | AF/I       |
| Ability to develop and maintain relationships internally and externally               | /         |           | AF/I       |
| QUALIFICATIONS  |           |           |            |
| 3 A levels (A-C grade)  | /         |           | AF         |
| Graduate (preferably in a business related subject) or relevant comparable experience |           | /         | AF         |
| WORK EXPERIENCE/JOB SKILLS  |           |           |            |
| Broad ICT competencies, including Microsoft Office software                           | /         |           | AF/I       |
| Sound administration skills   | /         |           | AF/I       |
| Project administration and coordination experience and capability*                    | /         |           | AF/I       |
| Good 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       |
| Understanding of challenges of business start-up/operation                            |           | /         | AF/I       |
| *Have stated experience but we are happy to consider a graduate as a trainee          |           |           |            |
| 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, working 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       |
| Accuracy and attention to detail, while working quickly and to deadlines              | /         |           | 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**