



Staffordshire
Chambers of
Commerce.

Staffordshire Skills Hub Project Administrator Recruitment Pack

June 2019



At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Staffordshire Skills Hub Project Administrator

Salary £18000

We have a fantastic opportunity for an experienced and organized project administrator to work with the Staffordshire Skills Hub Project Team.

With a proven track record of leading administrative duties in a commercial education sector, project management environment or sales, the project administrator will support the Project Team in delivering the ESF funded Staffordshire Skills Hub and Brokerage Service.

Accuracy and attention to detail are crucial as information and records will need to be maintained to ensure compliance with the ESF audit and guidance requirements. The information will be stored in both hardcopy and electronic format so expertise in both is critical. The role will involve working directly with employers, delivery partners and stakeholders to ensure timely information is received and accurately completed.

Based at our offices at Stafford this is an exciting opportunity for the right candidate, we offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full time working Monday to Friday, a total of 35 hours per week.

This post is funded by European Structural and Investment Funds and is a fixed term contract until 31st March 2022

Subject to an Enhanced DBS Disclosure

Closing date : **28/6/2019**

Further information about Staffordshire Chambers of Commerce is available on our web site www.staffordshirechambers.co.uk.



About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



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Job Description

Job Title:	Staffordshire Skills Hub Project Administrator
Accountable To:	Staffordshire Skills Hub Project Manager
Location:	Stafford

Our Vision

All employees of the Chamber are expected to contribute to our vision:

‘Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER’.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities



Job Purpose

The Project Administrator will support the Project Team in delivering the ESF funded Staffordshire Skills Hub and Brokerage Service. The post holder will work with the Project Team to maintain information and records to ensure compliance with the ESF audit and guidance requirements. The information will be stored in both hardcopy and electronic format so expertise in both is critical. The role will involve working directly with employers, delivery partners and stakeholders.

Principal Accountabilities

- Provide general administrative and secretarial support to the Project Team on a flexible basis including Minute taking and supporting report writing
- To ensure all project information and records are ESF compliant and to engage stakeholders to ensure this is maintain and any discrepancies rectified
- Providing general administrative support for the Project Team particularly supporting the website, CRM, information tracking and contract management processes
- Working closely with the Contract Manager, Skills Advisors and Delivery Partners to provide a transparent and effective administrative process which ensures that data and information can be accessed quickly and efficiently.
- Co-ordinating diaries and organising meetings/ events on behalf of the Project Team
- Liaise with the project partners to resolve queries, provide information and check data
- Supporting the Contract Manager to compile and complete desktop checks on claim data
- Assist the Contract Manager in completing 'spot checks' on Delivery partners.
- Ensuring that safeguarding procedures are followed
- Ensure that the Sustainable Development theme is integral in the role
- Ensure that Equality and Diversity (with particular focus on Gender equality and Equal opportunities) is integral in the role
- All records must be tracked and quickly accessible if required for audit purposes



General requirements

- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.



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Person Specification

Job Title: Staffordshire Skills Hub Project Administrator		
Criteria	Essential or Desirable	Method of Identification
<u>Qualifications</u>		
Level 3 English, Maths and IT	Essential	Application
Qualified to at least Level 3 in Administration	Desirable	Application
<u>Proven Experience</u>		
A proven track record of leading administrative duties in commercial education sector, project management environment or sales	Essential	Application /Interview
High Information Technology skills – Microsoft Office, CRM, Website management	Essential	Application /Interview
Experience in record keeping, minute taking, word processing, collating and retrieving information	Essential	Application /Interview
Prior knowledge of European Social Funding	Desirable	Application/Interview
Ability to work to a high standard of accuracy and attention to detail	<i>Essential</i>	Application/Interview
Able to work to strict deadlines	Essential	Application/Interview

<u>Knowledge, Skills and Abilities</u>		
Commitment to achieving the Chambers' vision	Essential	Application /Interview
Able to contribute positively to the Chambers' BETTER values	Essential	Interview
Excellent communication skills ie: Telephone, Email, Written	Essential	Application /Interview
Evidence of continuous professional development and updating	Desirable	Application /Interview
Strong awareness of and commitment to sustainability, diversity and equality of opportunity and the quality of the beneficiary experience	Desirable	Application /Interview
Demonstrable and up to date knowledge of Health and Safety	Desirable	Application /Interview
Self motivated and able to work on own initiative	Essential	Application /Interview
Highly organised	Essential	Application /Interview
Excellent Numerical skills	Essential	Application/Interview
<u>Other Attributes</u>		
Professional and friendly approach	Essential	Interview



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A full clean driving license and full access to a vehicle	Desirable	Application/Interview
Team player	Essential	Application/Interview
Able to work flexibly including evenings and weekends if required	Desirable	Application/Interview



How to Apply

Please send your CV to Sandra O'Sullivan **together with a supporting letter** detailing how you meet the requirements of Staffordshire Skills Hub Project Administrator and how you support the Chamber BETTER values and why you are interested in this role.

Applications should be emailed to sandra.osullivan@staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date: **28/6/2019**

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Tom Nadin on 01782 202222.

Staffordshire Chambers of Commerce is an equal opportunities employer

Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

Staffordshire Chambers of Commerce will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details above.