



# Positive Pathways Project Administrator

## Recruitment Pack

### Full time

(Part-time & Job Share Opportunities will be considered)

Fixed Term Contract to December 2022

**Salary - £21,000**



## STAFFORDSHIRE CHAMBERS OPPORTUNITIES

We have a fantastic opportunity for a Project Administrator to join our Positive Pathway team, based at our offices at Festival Park, Hanley. The role is to support the Positive Pathway Programme, funded by the Asylum, Migration and Integration Fund.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full-time role, working Monday to Friday, based at our offices at Festival Park, 35 hours per week, with the possibility for some of the role to be carried out as agile/home working.

Further information about Staffordshire Chambers of Commerce is available on our web site <https://staffordshirechambers.co.uk/careers>

Closing date: Friday 13<sup>th</sup> May 2022



## 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.

<b>Job Title:</b>	Positive Pathways Project Administrator
<b>Accountable To:</b>	Positive Pathways Project Manager
<b>Location:</b>	Hybrid role - between our Head Office, Festival Park/Stafford Office/home-based

## JOB DESCRIPTION

### 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 post is offered on a fixed term contract ending December 2022.

The Positive Pathways Project Administrator will be responsible for providing a range of operational functions in an effective and efficient manner to support the day-to-day running of the programme. The Project Administrator will also offer support to the Project Manager, Project Co-ordinator and Business Advisor.

## Principal Accountabilities

- To be an informed first point of contact for project enquiries via phone/email.
- Work with the Positive Pathways team to ensure all information for the management of the project is accurate and is provided in a timely fashion.
- Provide administrative support to Positive Pathways team and through the organisation of meetings/events and producing and distributing minutes of meetings and notes from events
- To be responsible for the maintenance of project files to assist in the monitoring of performance against targets and ensure that all project information is appropriately documented and secured.
- Provide general administration support by database maintenance and ensure that data protection is implemented and is fully compliant.
- Establish and maintain reporting information in line with the project's financial and publicity guidelines to ensure a clear audit trail, and gather relevant evidence for project reporting to funders.
- Support project coordinate with setting up and monitoring meetings between mentor/mentees.



- Ensure all GDPR and data storage regulations are met, as required by the project.



- Regular contact with all participants and businesses, with agreed targets, and referral to other business support programmes including Staffordshire Chambers of Commerce.

### **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.

### **General requirements**

- Work diligently to meet the requirements of the role
- Use various CRM systems and software as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures



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- Contribute to the Chambers' commitment to work in a commercially successful way
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- To work from other Chamber offices if required.



**PERSON SPECIFICATION**

**Job Title:** Positive Pathways Project Manager

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b><u>Qualifications</u></b>		
<ul style="list-style-type: none"> <li>• Minimum 5 GCSE's including English and Maths.</li> </ul>	Essential	Application
<ul style="list-style-type: none"> <li>• Business Administration Qualification</li> </ul>	Desirable	Application
<b><u>Proven Experience</u></b>		
<ul style="list-style-type: none"> <li>• 2+ years of administration experience on projects</li> </ul>	Essential	Application/interview
<ul style="list-style-type: none"> <li>• Experience of delivering administrative support on EUfunded projects.</li> </ul>	Desirable	Application/interview
<ul style="list-style-type: none"> <li>• Experience of supporting on the coordinating complex projects</li> </ul>	Essential	Application/interview
<ul style="list-style-type: none"> <li>• Proven experience of working to targets and achieving outputs.</li> </ul>	Essential	Application/interview
<ul style="list-style-type: none"> <li>• Proven experience of providing a high standard of customer service.</li> </ul>	Essential	Application/interview
<ul style="list-style-type: none"> <li>• Experience of using a CRM platform.</li> </ul>	Essential	Application/interview

**Person Specification**



## **Equality and Diversity Monitoring**

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

**Please circle as appropriate -**

**1. Gender**    Male    Female    Other

**2. Disability** – Do you consider yourself to have a disability?

Yes            No

If yes, please give brief details:

**3. Date of Birth**

16 - 25        26 – 35        35 – 56+

**4. Ethnic Origin**

**A. White**

British

Irish



Any other white background, please state

**B. Mixed**

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background, please state

**C. Asian, Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian background please state

**D. Black, Black British**

Caribbean

African

Any other Black background, please state

**E. Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group**

Chinese

Any other background, please state

**5. Sexual Orientation**



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Bisexual

Heterosexual

Homosexual (Lesbian/Gay) Other

6. Religion or Personal Belief (Please state)

**Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.**



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### **Armed Forces Friendly Employer**

Staffordshire Chambers of Commerce is a Forces friendly employer and have signed the Armed Forces Covenant. Additionally, we hold the gold award for the Employer Recognition Scheme. Staffordshire Chambers of Commerce welcomes applications from the Armed Forces and their families and ensures that no one is disadvantaged. If you are serving or have served in the Armed Forces (or are a family member of) please state this on your application.



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## **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.

The Chamber 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 or view our privacy policy at:

**[www.staffordshirechambers.co.uk](http://www.staffordshirechambers.co.uk)**



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## How to Apply

Please send your CV to Julie Priestnall **together with a supporting letter** detailing how you meet the requirements of the Positive Pathways Project Administrator and how you support the Chamber BETTER values.

Applications should be emailed to [Julie.Priestnall@staffordshirechambers.co.uk](mailto:Julie.Priestnall@staffordshirechambers.co.uk) or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date: Friday 13<sup>th</sup> May 2022

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 Sonia Bhatta on 01782 202222

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