

**JOB TITLE:** Programme Administrator

**LOCATION:** The Diocesan Office, St Nicholas Church, Boley Hill, Rochester, ME1 1SL

**GRADE:** Grade 4

**REPORTING TO:** Head of Programmes

### **PURPOSE OF JOB**

Provide comprehensive administrative support to the Programmes Team in its delivery of the Called Together Strategy and Vision.

### **PRINICIPAL ACCOUNTABILITIES**

- Be the first point of contact for emails and phone calls to the team, responding or escalating to other team members as appropriate
- Support the Programme Management Office as first point of contact for invoicing, payments and grant administration
- Maintain and report on budget progress across multiple projects with different funders and reporting requirements
- Work with project parishes to ensure expenses are paid
- Support colleagues in the provision of information on finances, project progress, change requests etc.
- Arrange and facilitate learning communities and other events
- Collate papers, agendas and take minutes and Programme board and project board meetings
- Arranging meetings and wider calendar management
- Coordinate and prepare project update reports, and updating project documentation (including plans, logs, registers and templates)
- Ensure version control and proper filing of all project-related documents.
- Support change communication and project updates internally and out to parishes
- Any other additional duties, as required by the Team.
- Provide ad hoc cover for reception and take office phone calls.

## **SKILLS AND EXPERIENCE**

- A minimum of two years' experience in a similar admin or coordinator role.
- Experience of managing the administration and support of meetings and boards including planning, scheduling, taking minutes, tracking actions and outcomes, and risk and issue management
- Experience of consolidating data for reporting.
- Experience of engaging with a range of stakeholders at all levels
- Experience in administering financial information.
- Proficient Microsoft Office user, in particular a strong aptitude in Excel
- A meticulous and methodical approach, with experience of developing and improving working practices in line with organisational needs
- Excellent attention to detail and time management
- Good standard of written and verbal English with the ability to build relationships and communicate effectively at all levels both within and outside of the organisation
- Experience of working as part of, and supporting, a team with mixed roles and expertise.

## **COMPETENCIES**

**Achievement Drive** – A desire to meet or exceed standards, welcoming feedback, and continually seeking to improve. It includes staying focused on goals over an extended period of time.

**Relationships** – The ability to understand the perspectives, feelings and concerns of others and initiate, build and maintain relationships in a mutually beneficial way. Recognise one's own feelings and those of others and manage emotions effectively.

**Persuasiveness** – The ability to convince others of a view, conclusion, position etc. Communicating in an impactful way, tailored to one's audience.

**Problem Solving** – The ability to investigate and breakdown a problem or situation into its component parts, identifying implications and the key underlying issues and establish possible solutions.

**Independence** – A demonstrated belief in one's capability to select an appropriate approach to a situation. It includes confidence in one's judgement or opinion and showing resilience in adversity. Know when to seek the support and advice of others.

**Adaptability** – The ability to adapt one's behavioural style or method of approach where necessary to achieve a goal. Responds to change with a positive attitude and demonstrates a willingness to learn new ways to accomplish objectives.

**Teamworking** – The willingness and ability to work co-operatively and collaboratively with others toward a shared goal, contributing actively to the team. Builds positive relationships and a sense of pride within the team.