

# Job Description

<b>Role Holder:</b>	Project Administrator Cornwall SPF Youth Engagement		
<b>Date Updated:</b>	10 October 2023	<b>Version:</b>	1.1
<b>Reports to:</b>	Project Co-ordinator		
<b>Working Location:</b>	Plymouth office, various sites as required and remote working		

## Job Purpose

- To provide administration and support duties to the project team; to assist in the efficient delivery of the programme.
- To ensure that leads and referrals for Youth Engagement Project are actioned appropriately and contacted in line with the project Customer Journey timelines.

## Main Duties

1. To work closely with the Contract Manager and project team to provide efficient and timely responses to leads sent to Yep! Project from DWP and CSW CRT team, in line with the project Customer Journey protocols.
2. To operate as a focal point for the project and receive, respond, record and distribute telephone, mail and electronic communications related to the project, responding positively and efficiently.
3. To receive referrals for the project and record them on the CRM system.
4. To appropriately allocate and monitor referrals to the project.
5. To respond to referrers and give them feedback as and when required.
6. To respond and contact Young People who have been referred to the Youth Engagement Project.
7. Support with processing paperwork associated with Young People's engagement with the Youth Engagement Project.
8. Undertake any other admin/support tasks as directed by the Contract Manager.
9. To provide general administrative support to project staff.
10. To work sharing good practice and project information to improve the efficiency of the team.
11. To present a positive image of CSW to employers, learners, providers, partners and stakeholders
12. To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance, appraisal and development scheme and take responsibility for personal professional development.
13. To ensure that all company policies and procedures including confidentiality, equal opportunities and health and safety policies and procedures are adhered to at all times.
14. To embrace and optimise the use of ICT within the role.
15. To be aware of the principles of the data protection legislation and of the current partnership codes of practice.
16. To adhere to company policy of commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with.

## General

- Must be prepared to work flexible hours around key dates.
- The commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

## Person Specification

### Skills

#### **Essential Skills/Experience**

- A team player with excellent interpersonal and communication skills
- High level of accuracy.
- Excellent organisational skills
- The ability to work independently.
- The ability to be proactive and to use your own initiative.
- Numeracy and literacy skills
- ICT skills to include Microsoft Word and Excel
- Personal confidence and resilience
- Exceptional standards of honesty, integrity and confidentiality

#### **Desirable Skills/Experience**

- Experience of working in a similar role