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Job Title: Contract Administrator (Fixed term to March 2019)	Pay Grade: £17,986
Normal Place of Work: Specified HCUK Resourcing site with regional travel appropriate to contract as required.	Line Manager: Contract Manager
Role Summary: <p>This post will assist the Contract Co-Ordinator and the External Funding team to support the delivery of ESF Skills Support for the Workforce contracts, by ensuring an effective and efficient administration service is provided.</p> <p>This role will be responsible for the execution of the agreed administrative process and elements of compliance stipulated in the contract.</p> <p>The position requires flexibility, enthusiasm and the ability to meet targets, manage multiple deadlines and work as part of a team. The post holder will be required to work across the Division and will need to demonstrate clear customer service skills of a high standard.</p>	

Principal Accountabilities:

1. To provide an efficient, effective and confidential administration support service to the Contract Manager and wider External Funding team.
2. Support and arrange meetings, booking of venues and refreshments as and when required.
3. Attend and take minutes of meetings, prepare and distribute agendas and relevant papers for distribution.
4. Manage the diaries of Contract Manager and Contract Co-Ordinator confidentially
5. Responsibility for arranging and booking travel accommodation in line with policy for the Contract Manager as appropriate.
6. Set up and maintain bespoke electronic filing systems to support the life and beyond of the ESF contract.
7. Support any internal and external audit activity when required.
8. Assist the Contract Manager and Co-Ordinator in ensuring all invoices and associated contract payments are processed effectively and within the appropriate time frames.
9. Deal with all incoming telephone calls and email enquiries, ensuring excellent customer service is delivered at all times, and be the main administration contact for any contract related correspondence and communications
10. To support all data returns and claims processes to the managing authority, ensuring accuracy and integrity of data in all times.

11. To keep updated and ensure all parties are kept fully informed with regards to funding requirements, changes in legislation and contract eligibility requirements.
12. Any other duties commensurate to the role.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

<ul style="list-style-type: none"> • Contract Manager 	To work closely with Contract Manager and external funding team to ensure successful management of the ESF contracts across the region.
<ul style="list-style-type: none"> • Contract Co-Ordinator and team 	Build trusting relationships with the External Funding team to ensure a flexible working environment is created in order to achieve complex targets.
<ul style="list-style-type: none"> • External stakeholders and funding bodies 	Build strong links with delivery partner teams to ensure exemplary levels of service and support are provided. To develop and maintain productive relationships with internal/external stakeholders and funding bodies.

Generic Responsibilities

- To represent and promote the HCUK Resourcing both internally and externally
- Ensure that HCUK Resourcing and its internal customers receive an excellent customer service experience in all dealings with the Division
- To deliver your day to day duties consistently with the service level agreement
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the contract and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with HCUK Resourcing policies
- Promote innovation
- To undertake other duties commensurate with the job level

Person Specification – Administrator

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE Maths and English (or equivalent) with a minimum Grade C or equivalent.	✓		AF/Cert
Business Administration Qualification at level 2 or equivalent.	✓		AF/Cert
Relevant IT Qualification		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of working in an administration environment	✓		AF/IV
Experience of taking minutes and preparing meeting documentation	✓		AF/IV
Experience of working in a customer focussed environment and providing excellent customer service	✓		AF/IV
Experience of working with sensitive data and operating in accordance to the Data Protection Act.		✓	AF/IV
Experience of using Microsoft Office (Word, Excel, PowerPoint, Publisher) Outlook and Explorer and using Information & Learning Technology	✓		AF/IV
SKILLS AND ABILITIES			
Excellent verbal and written communication skills	✓		AF/IV
Excellent planning, organisation and prioritising skills	✓		AF/IV
Professional and responsive attitude and behaviour towards colleagues and clients.	✓		AF/IV
High accuracy and attention to detail	✓		AF/IV
Good numerical and verbal reasoning skills	✓		AF/IV
Ability to work flexibly, including evening and weekend work as and when required	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV =

Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert =

Certificate checked at interview