Job Description

Project Administrator

Salary: Grade 5

Contract: Full time/Part time, fixed term

Location: Canterbury Campus

Responsible to: Clara Mooring, Business Change Business Partner

Job family: Administrative, professional and managerial

Job purpose

Provide a range of administrative and organisational support to key projects across the organisation. Responsible for coordinating project activities, schedules and meetings, and maintaining project documentation including recording decisions, manageable tasks, workflows and logs. Support Project Managers to ensure project deliverables are completed in time and within budget.

Key accountabilities

* Maintain a thorough knowledge of project services, tools and ways of working, and act as a point of contact for the project, providing initial advice and guidance to stakeholders.
* Deal with enquiries, exercising judgement and initiative to ensure that relevant issues are passed to the project managers and relevant colleagues. Compose replies to correspondence as appropriate.
* Provide a range of administrative tasks to ensure the smooth running of projects.
* Coordinate information from a range of internal and external sources in order to maintain project documentation, including plans and business cases, papers and briefing documents.
* Contribute to the maintenance of websites, directories and communications.
* Plan and organise events, schedule and service meetings, project meetings and project boards as appropriate to ensure that they achieve their aims. Includes minute taking, accurately maintaining action, decision, and risk logs.
* Break projects into doable tasks and set timeframes and goals.
* Prepare and provide documentation to internal teams and key stakeholders.
* Monitor project progress and address potential issues.
* Coordinate quality controls to ensure deliverables are being met.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

* Arrange and make notes for many meetings across multiple, diverse projects.
* Liaise with several project managers and senior stakeholders on project communications and their availability for project tasks and meetings.

Facts & figures

The Project Management Office and Kent 2030 Strategy Hub comprises a significant number of staff, supported by a variety of specialist contractors as required. It is tasked with delivering largest change programme in the history of the University and one that touches on all aspects of the organisation’s operating model covering all six academic divisions and as well as all fifteen professional services directorates.

The Kent 2030 strategic change programme is critical to the future sustainability and therefore the success of the University of Kent. It comprises a number of workstreams. Each of these has an executive sponsor for strategic oversight, and Assistant Director for tactical design and a Delivery Manager for operational delivery. These roles will be supported by one or more Project Managers to coordinate the delivery of individual projects within the workstream. As such, each delivery manager will likely have a number of projects to oversee, each of which will have an associated saving and/or income delivery target. All targets are in the £million range. In sone cases, individual projects will also be at this level.

The Kent 2030 Programme budget runs to £millions and each workstream and sub-project will account for a significant portion of this.

Underpinning a team of around 30 full-time PMO and Strategy Hub colleagues plus a further 10 to 12 associated staff there will be 2 full-time project administrators providing project administration and coordination activities to ensure the smooth delivery of the Kent 2030 programme.

Internal & external relationships

**Internal:** All staff (and students where applicable) within the department or section, PAs, plus other internal service department.

**External:** Relevant external bodies – public, private and third sector organisations; specialist consultants; other HEIs

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

* Regular use of Screen Display Equipment
* Repetitive limb movements
* Pressure to meet important deadlines such as might be inherent in high profile projects

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

**Essential Criteria:**

* Educated to A level standard or equivalent plus GCSE in English and Maths or equivalent A, I
* Experience of working in a confidential environment A, I
* Excellent IT skills including proficiency in MS office and web based programmes. Experience working with SharePoint/Microsoft Teams A, I
* Relevant administrative experience, ideally within a programme and project management environment. A, I
* Relevant meeting support experience, ideally minute taking A, T
* Relevant experience with maintaining project documentation, including action, decision and risk logs A, T
* Excellent interpersonal and communication skills, both written and verbal A, I
* Ability to work independently and with a range of stakeholders. I
* Experience in prioritising and meeting deadlines under pressure. A, I
* Experience in handling complex processes, tracking progress and reporting on outcomes. A, I
* Excellent attention to detail and ability to provide accurate information I
* Ability to be flexible and deal with frequent interruptions whilst maintaining focus and accuracy. I
* An interest in large scale projects within Higher Education I
* Flexibility and the ability to respond positively to changing priorities in a challenging environment I
* Firm commitment to achieving the University’s vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
* Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

* Recognised secretarial/administrative/project qualifications A
* A knowledge and understanding of the HE environment A
* Administrative experience in a projects/programmes/project management office environment A

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*