

JOB DESCRIPTION

Job Title: Project Support Administrator - Digital Infrastructure

Area: The Growth Hub

Reports To: Growth Hub Manager

Job Purpose/Key Role:

This is a key role within GFirst LEP to support the delivery and promotion of the Growth Hub project. The role involves multiple duties and responsibilities including the maintenance and updating of our Digital Infrastructure, creating reports and monitoring the quality of data, through to support for our outgoing marketing functions and other general administration tasks to support business engagement activity and the delivery of organisation targets.

The role will suit someone who enjoys variety within their job role, has incredible attention to detail and can prioritise and manage multiple tasks simultaneously.

Main Duties/Responsibilities/Accountabilities:

Digital Infrastructure

- Administrative support for the collation and submission of all evidence and related reporting requirements for the Growth Hub's key stakeholders and funders.
- Maintenance of the CRM and the implementation and roll out of new features and upgrades
- Support for the creation and implementation of quality and business improvement processes that enhance the functionality and user experience of any of the digital infrastructure tools.
- Sharepoint administration including the creation and update of project templates and maintenance of the business resource directory.
- Support for the ongoing training of staff and Network partners in use of the Digital Infrastructure.

Marketing support

- Assistance with website CMS, market research and social media activity working closely with the marketing teams at GFirst LEP and The Growth Hub.
- Support the preparation and delivery of multimedia marketing campaigns.
- Analysis and reporting of inbound and outbound marketing activity, including social media metrics.

Administration

- Provide general administration support as required, this could include:
 - Arranging/co-ordinating, attending and recording meetings with internal and external stakeholders.
 - Responding to enquiries received on line, by email, telephone or face to face.
 - Diary Management
 - Growth Hub reception cover

PERSON SPECIFICATION

QUALIFICATIONS	High level administrative skills
KNOWLEDGE	<p>Essential - Proficient in Microsoft packages, the internet, and both web and management information systems</p> <p>Desirable - previous experience in the delivery of IT related software, development projects.</p> <p>Desirable - the delivery of multi-media marketing campaigns and related analysis</p>
EXPERIENCE	<p>Experience of co-ordinating meetings and events for internal and external stakeholders and project partners</p> <p>Experience of providing senior level administrative support for people and/or projects.</p>

<p>SKILLS – personal</p>	<p>Ability to work on own initiative, to be proactive in identifying and resolving issues and manage time/resources to meet objectives effectively.</p> <p>Excellent interpersonal and written and verbal communication skills.</p> <p>Ability to record meetings and produce reports</p> <p>Organised and task-oriented</p> <p>An enthusiastic and committed team player</p> <p>A valid UK driving licence and own transport would be desirable</p>
<p>SKILLS – technical</p>	<p>Relevant IT technical skills – knowledge of CRM, CMS, Sharepoint, Marketing Analytical tools</p>

Key Relationships:

Internal

- Growth Hub Manager, Data Officer, Digital Communications Manager
- GFirst Office Manager, Marketing Officer
- Senior Digital Infrastructure Project Manager (contractor) focus/development.

External

- Growth Hub Network partners
- Digital Infrastructure delivers and developers

Decision Making Authority:

- Day to day decisions of how best to manage ongoing tasks and workload to meet personal objectives and targets.

Additional Information:

- Occasional unsociable hours and travel.

Equal Opportunities Statement:

GFirst is an Equal Opportunities employer and seeks to ensure that all applicants are treated in a fair and non-discriminatory manner. Standardised recruitment processes are followed and all applications for posts are considered against pre-determined criteria relevant to the requirements of the post. Consistent with our Equal Opportunities Policy, the Company does not discriminate on any grounds including, but not limited to, race, ethnic origin, colour, sexual orientation, gender, marital status, disability, class, age, political belief, religion or belief. **GDPR**

GFirst LEP takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Respect and Dignity at Work – ‘Improving Working Lives’

GFirst is committed to equality of opportunity and diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

GFirst is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day-to-day working life.

GFirst will not tolerate any forms of bullying or harassment in the workplace. Everyone has a personal responsibility to seek to improve his/her own and colleagues' working lives to create a healthy and productive working environment.