



## **Job profile**

# **Programme Administrator**

## **Grade E**

**Group:** Care, Wellbeing & Learning

**Service:** Adult Social Care

**Location:** Civic Centre

**Line Manager:** Programme Manager

**Car User Status:** Casual

### **Job Purpose**

Gateshead Council is embarking upon an ambitious transformation programme to re-design its Early Help and Adults/ Children's Social Care business processes with the aim of getting to a future state model that will support in the configuration of a new case management system that will help shape the system's design.

The redesign will be managed by a comprehensive number of projects feeding into an overall Programme which will be managed by the Programme Manager, reporting to a Programme Board made up of Service Directors from across the Council.

The Programme aims to capitalise on the new technologies available in case management systems, allowing increased mobile working, ensuring we are best placed to potentially integrate with our partner agencies in the long-term health and social care agenda.

The role of Programme Administrator is critical to the overall success of the programme. This post will specifically need to provide support across the programme to enable the Council to ensure services are sustainable and offer good value overall for residents and other stakeholders

### **The key roles of this post will include:**

1. Administer the Social Care Systems Programme work programme and forward plan
2. Arrange meetings (including Project Boards and team meetings) workshops and other activities (both internally and with external partners). Arrange venues, ICT equipment and any other equipment or facilities that are required
3. Attend meetings and workshops as required to record notes and actions and transcribe flip charts etc. after sessions
4. Assist in the preparation and distribution of agendas, project plans, presentations, action lists and reports and respond to queries from colleagues working within or outside the programme



5. Ensure that key project management documentation (such as risk and issues registers) is accurate, up to date and stored in the correct location
6. Administer electronic filing systems
7. Support data analysis tasks such as the summary / collation of information from a variety of sources, and data entry into other systems such as excel spreadsheets, ensuring that the results are accurate and presented in an appropriate format
8. Assist with the monitoring of project expenditure and budget and ensure invoices are processed in a timely way
9. Assist with recruitment and the processing of employee-related tasks
10. Provide any other support that is required by the Change Programme or Change Team to ensure the timely and effective progression of all change projects
11. Such other responsibilities allocated which are appropriate to the grade of the post



## **Knowledge & Qualifications**

### **Essential:**

#### **Knowledge**

- Microsoft Office (Word; Excel; Outlook; PowerPoint)
- Report, presentation and spreadsheet preparation

#### **Experience**

- Significant relevant administration / project experience
- Experience working in a busy environment to support colleagues deliver complex projects and activities.
- Arranging large meetings /workshops
- Working accurately and independently in a busy environment and fast- paced environment
- Working as part of a team
- Recording notes and actions
- Preparing agendas and other documents
- Collating and summarising data (numerical and qualitative)
- Communicating effectively –orally and written
- Manual and computerised information systems
- Prioritising work and working to deadlines

#### **Qualifications**

- 5 GCSEs or equivalent
- NVQ Level 3 in an administration related subject or equivalent

### **Desirable:**

#### **Knowledge and Experience**

- Knowledge of the challenges facing local government and the public sector
- Experience of helping organisations to devise and implement performance management frameworks based on outcomes
- Ability to work collaboratively to deliver mutually beneficial outcomes
- Understanding of how to focus services around customer
- Project documentation such as risk and issue registers
- Council decision making processes
- Use of SharePoint



## Competencies

### Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

### Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### Team Working

Works with others to achieve results and develop good working relationships

### Making things happen

Takes responsibility for personal organisation and achieving results

### Flexibility

Adapts to change and works effectively in a variety of situations

### Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences