CAJE REF CYM/Wales/2023/0005

APPROVED 17/02/2023







**JOB TITLE Project Assistant – Band 2**

**JOB OVERVIEW**

The post holder will provide administrative support by assisting in the planning and delivery of Projects, work packages or products.

Working as part of the project team they will be the first point of contact for staff at all levels

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| **Main Duties of the Job** | | |
| Provides administrative support to assist with the planning or delivery of a programme / project to deliver strategic objectives.  Working within clearly defined standard processes, escalating risks and issues to the appropriate senior staff as they arise | | |
| **Responsible to** | | |
| **Reporting:** | **Accountable:** | **Professionally:** |
| **Main Responsibilities** | | |
| **Communications**  Deal with initial information requests and enquiries related to the project, the post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders  Exchanges routine information related to the project and business processes with a wide range of external stakeholders, escalating any complex or sensitive queries to the relevant staff  **Project Administration**  As the first point of contact for external queries, the post holder will resolve routine inquiries whilst using sound judgement to seek advice or alert more senior staff to any issues that arise  The post holder will work in a way that ensures the delivery of a high-quality service, organising their work to meet the workload peaks and troughs throughout the working day whilst ensuring deadlines and targets are met.  Provide efficient administrative support to the project team including  o Diary management  o Managing emails and other communication  o Support in specific tasks as and when required.  **Policy Development**  Contribute to discussions with internal project staff about proposed changes that need to occur.  Contribute towards the development of local policies, processes, and standard operating procedures  **Finance and Budget**  Responsibility for maintaining and ordering stock/supplies and for providing this service to allocated projects/programmes.  **Management, Leadership and Training**  Demonstrates activities to new members of the project team  **Digital and Information**  To ensure data on project databases and spreadsheets is recorded accurately.  The post holder will be required to develop and maintain the project library, databases, and associated resource lists  Transcribing notes of meetings and maintaining records of attendance, action logs  **Evaluation and Audit**  Undertakes audits and surveys related to the project. | | |

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| **Qualifications and Knowledge** | **Experience** |
| **Essential**  Level 2 qualification or equivalent demonstrable experience of administrative / office skills and knowledge  Relevant admin/IT skills  **Desirable**  Knowledge of project specific terminology | **Essential**  Experience of working within a demanding/high intensity administrative setting  Experience of successful team working  **Desirable**  Experience of working within the NHS or other public sector body. |
| **Skills and Attributes** | **Other** |
| **Essential**  Able to plan and prioritise workload in order to meet deadlines and deal effectively with conflicting priorities.  Proficient in use of standard IT packages e.g., Microsoft Office with the ability to master new applications. | **Desirable (but not essential):**  Welsh Speaker (Level 1) or willingness to work towards |