Job Description

Job Title: Programme Support Administrator
Reporting to: Head of Programmes
Location: Swansea Office based

Job Purpose:

Working independently and as part of the wider Programmes team, the Programme Support Administrator will provide a support function to the programme leads to aide in the coordination, implementation, and delivery of numerous projects across the programme.

The role will be responsible for managing multiple inbound email inboxes as part of a Helpdesk service, ensuring all enquiries are answered in an appropriate and timely manner, escalating to the appropriate person/people when necessary.

The Programme Support Administrator will liaise with a variety of internal departments and external organisations to assist in the effective and timely delivery of all projects and will attend any necessary events to provide onsite programme support.

Main duties and responsibilities:

- Assist programme leads to ensure tasks are completed on time.
- Undertake activities on multiple concurrent projects.
- Assist in the maintenance of project documentation.
- Carry out administrative activities as requested.
- Update records on the appropriate software as prescribed.
- Provide event support across the programme.
- Support the programme leads to produce reports on project progress.
- Escalate any issues that may impact any projects, in good time and to the appropriate level/person.
- Liaise with 3rd party suppliers as necessary.
- Engage and participate in meetings as appropriate.
- Manage multiple inboxes.
- Assist in the analysis of programme data for campaigns.
- Respond to emails in a timely manner.
- Work with customers/employees to identify areas of improvement and working with the team to find a suitable solution.
- Log and maintain records of inbound queries.
- Undertake any other duties as directed/requested by the line manager.

Person Specification:

- Educated to a bachelor’s degree level or equivalent (minimum of 2:1).
- Existing experience in a project environment with good project/activity reporting.
- Experience of working on multiple activities simultaneous.
- Exceptional customer service skills.
- Able to work in high pressure situations and deadline driven.