



Hertfordshire Care Providers Association (HCPA) is a unique award-winning company set up to support adult care providers within Hertfordshire to raise quality standards of care. We are a non-profit member's association. We support over 500 care organisations to improve the quality of care they provide across a variety of projects such as staff training and providing information and guidance. We also provide additional services and projects such as a fully funded Recruitment service, Impartial Feedback services and the Stop Falls Campaign.

We are now recruiting for a Project Administrator to help the HCPA Integration department whose projects and services include the Stop Falls, Data Protection, Mental Health, and Infection Control Education. The role will look after the administrative jobs associated with these projects. This is a wide-ranging role, from staying in touch with members and partners, scheduling appointments, promoting training and tracking attendance, tracking actions and helping to prepare reports.

Why work for HCPA?

- Monday to Friday, 9am to 5pm, working from home while our Welwyn Garden City office is closed due to COVID-19
- An annual salary of £19,000
- This is a contract until 31st March 2022 with an opportunity to extend depending on obtaining additional funding or structural changes
- High Street Discounts / Cashback and Care Academy Benefits
- Pension / Sickness Scheme
- Employee Assistance Programme
- 36 days holiday pro rata (Including 8 Bank Holidays)
- Annual Care Awards
- Team building days and team events.
- Free parking
- Friendly and supportive team

What does the role of Project Administrator involve?

This is a wide-ranging role, from staying in touch with members and partners, scheduling appointments, promoting training and tracking attendance, tracking actions and helping to prepare reports.

Your day-to-day duties will include:

- Make phone calls to engage providers and members within the projects
- Help to set up meetings and handle the minute-taking at meetings
- Support with set up of training dates and organise venues where needed
- Help the project managers in administrative duties and processes
- Assist with planning, from start to finish of project
- Prepare and distribute project/ training materials
- Implement policies and procedures
- Update actions progress for each project and flag delays to project manager
- Alert the project manager to new risks and issues as they arise and log.
- Act as point of contact for project team and facilitate communications



- Collaborate on stakeholder presentations
- Foster positive relationship with stakeholders
- To provide cover for the HCPA Reception desk and any tasks that fall under the Office Administrator, in their absence or when required.

Am I the right candidate for the Project Administrator position?

We are looking for an enthusiastic person; both outgoing and friendly as well as organised and process driven. You can hear a smile down the telephone line, so we need someone who has great customer service skills.

We are also looking for you to have:

- Previous **experience** in an admin role
- **Knowledge** of the care Sector would be desirable but not essential.
- **Experience** in working within an educational setting is desirable
- Have **strong attention to detail**
- Great **communicator** – written, telephone and video calls.
- We want someone who is **patient** with a helpful manner; supporting busy Care Providers with any questions they may have.
- Proven **experience** in following quality assurance systems and processes
- Be proficient in the use of **Microsoft Excel and Word**
- **Self-motivated** and can work on own initiative, able to work under pressure and to deadlines.
- You should have excellent **team-working skills**.
- Has **passion** and **enthusiasm** to raise the standard of quality of care.
- **Own transport** with insurance for business use is essential for this role as travel around Hertfordshire may be required

If you are interested in the Project Administrator vacancy and feel you have the relevant experience, please apply now. You can see more of what we do at www.hcpa.info/

We will be looking to fill this vacancy as soon as possible.

Job Board Questions:

Do you drive and have your own car?

Are you able to commute to Welwyn Garden City?

Do you have experience in a similar project administrator position?

Do you have experience working in an educational setting?

Do you have experience or knowledge of the adult social care sector?