



Hertfordshire Care Providers Association

JOB DESCRIPTION / SPECIFICATION

Post:	Project Officer – Education
Reporting To:	Leadership & Commercial Education Manager
Organisation/Employer:	Hertfordshire Care Providers Association
Main Purposes of the Job:	To deliver high quality assistance and support to projects and training programmes; support the Leadership and Commercial Education Team and the wider business by operationally overseeing the project plans and providing project support and general administration
Pay:	£23,750 (Full time equivalent) £12.18 per hour
Contract Terms:	Fixed term for 12-months. Renewable contract. (20- 30 hours per week – actual hours worked can be spread over 4 or 5 days – this is negotiable)

This is an exciting position for someone to extend their **project management/project support, administrative and customer service** skills

It is essential that this candidate:

Has **passion** and **enthusiasm** to raise the standard of quality of care

Has great **attention to detail**

Is **customer service** orientated

Has **project support administration** experience

Why work for HCPA?

- £12.18 per hour
- 20- 30 hours per week – actual hours worked can be spread over 4 or 5 days – this is negotiable
- 12-month fixed term contract – may be renewable depending on project funding
- Working from modern HCPA Office in Welwyn Garden City – Flexible working policy in place

- Free parking
- Travel expenses paid when working offsite.
- Rewards Gateway and Care Professional Standards Academy Rewards and Benefits
- Pension and Sickness Scheme
- Employee Assistance Programme
- 36 days holiday (inclusive of 8 bank holidays)
- Friendly and supportive team
- Annual Care Awards
- Team building days and team events.

What does this job involve?

You will be supporting the Education Department to plan, organise and ensure a smooth project management/administrative process, and you will be supporting the learner journey, within projects' requirements. This will involve:

- Working closely with training team to support the efficient and successful delivery of Leadership and Management Education Programmes from start to finish in line with a pre-written project plan
- Work with Microsoft Project to keep plans updated and complete highlight reports
- Organise, plan and schedule a variety of education programmes
- Support classroom and online delivery of education programme
- Support the learners by identifying additional learning needs and providing the best solutions
- Carry out checks of learner eligibility to support project requirements
- Collect paperwork and documentation and securely store accurately through relevant IT systems
- Take responsibility for the reminder and confirmation process for learners
- Support by hosting training sessions alongside the trainer, online and face to face, welcoming delegates and supporting with sign up processes where this is required
- Create and monitor booking forms and surveys on our website
- Book training venues and manage seats
- Process and manage cancellations
- Prepare course material or project resources needed in advance
- Support the development of new resources within the training team
- Support the trainers in setting up training rooms or remote sessions as required
- Follow up on courses by collecting any other information and award learners with certificates
- Collect, process and report on stats, evaluation data, equal opportunities information and completion rates to support the successful delivery of a project
- Provide information and analysis to finance team for purposes of invoicing and funding
- Support the Team Manager with administration tasks related to managing the team, this may include handling some confidential information

Specific Responsibilities:

Note: there will be additional specific training duties added to this JD depending on needs of the business, these will include the following:

- To constantly update the CRM Database
- Any general tasks as requested which contribute to the smooth running of HCPA
- To develop and work with processes that support members services
- To ensure that the HCPA training rooms are set up and the centre is always kept clean and presentable including logging in and out IT equipment
- To provide cover for the HCPA Reception desk and any tasks that fall under the Office Administrator, in their absence or when required
- Work with the finance department to produce invoices

Person Specification:

- Previous Project Support/administrative experience
- Have strong attention to detail
- Excellent communication skills both written, IT and verbal
- Proven experience in following quality assurance systems and processes
- Be highly proficient in the use of Microsoft Excel, Word and MS Project – any additional software experience would be considered a benefit
- Be happy to work independently and as part of a team
- Experience in working within an educational setting is desirable
- Adaptable - training may be within the HCPA training centre and may also be courses which need to be delivered at a client's site or alternative venues. These may not always be ideal venues for teaching and may require adaptability
- Own transport with insurance for business use is preferred for this role as travel around Hertfordshire may be required from time to time