

Job description and person specification

Please note this statement is for information only and does not form part of a contract. This list is not exhaustive and you will be expected to undertake such duties as may be assigned to you by Arthritis Research UK from time to time. Employees are expected to be flexible in their work in order to deliver the objectives of the organisation.

Job title	Project Support Administrator	Location	London
Contract type	Full time 35 hours	Contract length	7 months
Date	September 2016		

Context
<p>Across the UK, more than 1 in 6 people of all ages live with the pain and disability of arthritis. The impact is enormous and so much more needs to be done. Arthritis Research UK is determined to change things and improve the quality of life for people living with arthritis and other musculoskeletal conditions. By 2020 our aim is to have made a positive and tangible change to the lives of people with arthritis so that are independent, informed and recognised.</p> <p>In order for us to achieve our 2020 objective we need to increase the supporter base that we have; and we are going to do this by ensuring that our organisation's fundraising directorate has a CRM system that is fit for purpose. This project is about implementing that system in order to deliver value to the fundraising directorate and ensure that the project is delivered in the right way so that the organisation can achieve a much wider transformation in regards to Customer Relationship Management and the Single Customer View.</p>

Main purpose of the role
<p>This is a key support role for the CRM and fundraising team in particular supporting the Fundraising Database Project Manager. The role primarily is responsible for document management; which will be updating and communicating these documents to the various individuals within the Project Team and/or the Project Board. This will be done on MS Visio, MS Project, MS Excel, Sharepoint and Office 365.</p> <p>Additional duties will include minute taking at meetings and producing diagrams and notes, organising training materials and managing document version control and archiving.</p>

Management and key relationships	
Roles managed	None
Reports to	Fundraising Database Project Manager
Key Relationships	
<ul style="list-style-type: none"> • Effective team working within the Fundraising directorate • Key stakeholders within the Project team • Teams across the wider organisation 	

Main Responsibilities and Duties

Responsibility/Duty	
1	Maintenance of project documentation across the 8 work streams within the ARUK SharePoint system. Managing document version control and archiving.
2	Documentation and presentation in SharePoint of process (Visio) and technical documentation produced during the project which will be used by ARUK after the system goes live.
3	Supporting the User Education work stream to organise training materials.
4	Administration and minutes of project team meetings.
5	Monitoring and capture of key decisions arising from Board and Project Team meetings
6	Supporting Different Project Areas
7	Producing Project Documents
8	Capturing all communications from the Project

DBS Check	
Requirement	This role <u>DOES NOT</u> require a DBS check

Person specification

Knowledge, skills and experience: key requirements		
	Requirement	Evaluation ¹
1	Excellent skills in MS Office, MS Project, Visio, Excel and Office 365	App & Test
2	An enthusiastic and flexible approach: able to work closely and adaptively with the immediate team and collaboratively across the entire organisation.	App & Int
3	Managing Project Manager's Diary, prioritising and avoiding conflicting appointments	Int
3	Experience of minute taking and maintaining records with a high degree of accuracy on MS One Note	App & Test
4	High quality verbal and written communication skills required to present information in a clear and accessible way	App & Int
6	Excellent organisational skills. Able to organise own work, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives on time	App & Int
7	Able to work independently with minimal supervision to deadlines.	Int
8	Ability to maintain confidentiality sensitively and appropriately	Int
9	Strong commitment to high standards of service delivery and customer care	Int
10	Experience of working in an administrative role in a busy office environment and managing a range of tasks simultaneously	App & Int
Competencies		

¹ This is relevant for recruitment purposes and sets out how a candidate will be assessed against requirements. Options are application form (App), interview (Int) or test (Test)

	Requirement	Evaluation
1	Experience of using judgement and initiative in responding to enquiries	App & Int
2	Excellent communication skills both verbal and written	App & Int
3	Excellent organisational skills, ability to work on own initiative, multi-task effectively and stay calm under pressure. Self-motivated, able to deliver to deadlines	Int
4	Attention to detail	App & Int
5	Excellent interpersonal skills, ability to work with a range of internal and external stakeholders, at all levels	Int
6	Strong, professional team player, positive with a 'can-do' attitude	Int
Desirable requirements		
	Requirement	
1	Experience of working in a professional setting	Int
2	Proven ability to re-prioritise tasks with a continued stream of new work	Int
3	Knowledge or experience of data manipulation in Excel	Int

