



JOB DESCRIPTION

JOB TITLE:	Programmes Administrator
TEAM & DEPARTMENT:	Programme Delivery
SALARY:	£22,500.00
HOURS:	Full time 35 hours per week
LAST UPDATED:	14th June 2024
RESPONSIBLE TO:	Contracts Manager

MAIN PURPOSE:

Our vision is that everyone who becomes a parent feels confident, connected, and safe because we believe parents help build the foundations of the future. That's why NCT is the charity with a clear and singular mission – we support people as they become parents. Every year we support over 250,000 parents across the UK and Channel Islands on their unique journeys through pregnancy, birth, infant feeding, and early parenthood. 'For Every Parent' is our new five-year strategy that sets a clear direction for our charity to reach more people, do more to support new and expectant parents, and campaign with impact.

We are delighted to be commissioned across the UK to deliver Antenatal education, Infant Feeding support and Perinatal Mental Health Support. Within our department we also look after our NCT Baby Cafes, the NCT Infant Feeding line and our Peer Support Training.

We are seeking a capable Programmes Administrator to provide administrative support for our Project teams, NCT Baby Cafes, NCT Infant Feeding Line and our Peer Support Team. The post holder will work with the staff, practitioners and volunteer teams to ensure the smooth delivery of our projects within Programme Delivery.

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families, and communities we serve.

RESOURCES CONTROLLED

- NCT branch support budgets.
- Practitioner expense claims.

JUDGEMENT AND DECISION MAKING

Good Judgement and decision making will be required:

- To prioritise workload, respond appropriately to queries and support NCT practitioners & Volunteers.
- In the handling commissioner, NCT practitioner, NCT Volunteer and other staff team queries.
- To assess the effectiveness of project delivery and develop, define or augment policies and procedures.
- Good decision making is required when responding to requests for information.

- Support available from line manager to aid decision making and check judgements where required.

LIAISON

- Liaising and communicating with people at all levels is essential. This includes parents, NCT internal and external staff, Peer Support Trainers, NCT Practitioners, volunteers, Health Professionals, and other stakeholders.
- A professional approach must be maintained at all times.

AUTHORITY/SUPERVISION RECEIVED:

- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, in order to achieve these objectives.
- Regular Teams meetings will be held, and line manager support is available when required.

MAIN RESPONSIBILITIES & DUTIES:

NCT Branch Support:

- Supporting branches with delivering drop-ins and peer support training,
- Reviewing grant documentation
- Sharing ideas
- Collating of attendance data
- Monitoring budget.

Contract Documentation:

- Support branch funded services including generating contract documentation.
- Monitoring budget
- Collate data for evaluation as agreed with the Infant Feeding Services Manager
- Generate contract assignments for NCT Practitioners delivering on branch contracts including management of NCT Practitioner holiday and sickness cover.

Expense Claims

- Approving expense claims for practitioners and staff within our programmes.

Peer Supporter Training:

- Support with administration of volunteer peer supporters and the central training of cohorts.

Central Projects Administration:

- Administration support for central resources

Provide visible leadership to, and role modelling of our commitments to celebrate diversity, challenge inequality by building an inclusive and positive working culture and environment, so all our people can thrive.

Any other duties as requested by the Programme Delivery Manager.

NCT VALUES:

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

SAFEGUARDING and HEALTH & SAFETY

The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding and promoting the welfare of children and adults and expects all staff to share this commitment.

DECLARATION

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION:

ESSENTIAL

- Good written and excellent oral communication skills.
- Excellent IT skills including experience working with MS Office and social media platforms.
- Good interpersonal skills with the ability to create rapport with a range of people.
- Ability to manage competing demands on time and prioritise effectively.
- Methodical and organised.
- Ability to work independently and show initiative.
- Experience of data collection and performing accurate data entry.
- Experience of working with volunteers and projects.
- Demonstrably champions equity, diversity, and inclusion as key to organisational success.

DESIRABLE

- Understanding of the NCT's strategic aims and services.
- Experience of successfully working with diverse cultural groups.