THE NATIONAL HOUSE PROJECT

Job Description

Job Title:	Project Support Officer
Organisation:	The National House Project (NHP)
Responsible to:	Executive Support Manager
Hours/contract:	37.5 hours per week, full time (the role may require evening and weekend work when necessary)
Length of Contract:	Permanent
Salary:	£30,000 per annum dependent on experience
Location	Crewe – with hybrid working

Job Purpose

This is an exciting time to join NHP and we are seeking to recruit a well organised and professional individual to join our team and can support our vision that young people leaving care live connected and fulfilling lives. Good candidates for this role will be high achievers, with excellent IT, English and organisational skills. They will have well-developed interpersonal skills and will work effectively on their own and within a team environment.

The National House Project (NHP) supports Local Authorities across England and Scotland to work with young people leaving care to give them the knowledge skills and confidence so that they look forward to moving in to their first house. By developing a community of support and being able to make their house a home young people can look forward to a positive future. Whilst your role will be to support staff and manage systems this is a critical role in our expanding service.

You will be based at the NHP office in Crewe for a minimum of 2 days per week.

About the role

Administration:

- Administrative work associated with ensuring office provision and resources are fit for purpose. This will include support to staff working remotely as well as maintenance of the office. Tasks include organising stationery and equipment orders, keeping ordering records up to date, maintaining equipment and IT logs and lists etc.
- Support the Executive Support Manager with recruitment processes which may include posting of adverts; dealing with enquiries from applicants; filing and anonymising applications; scheduling interviews and communication with applicants in general.
- To support the wider team with various administrative tasks as required, including data entry, inputting on databases, communication with House Project staff, trustees and consultants.
- Present a professional front of house service to visitors, telephone calls and emails; including monitoring of shared email inboxes.
- Provide scheduling support to the NHP overall including team meetings, managers meetings, board and trustee meetings.
- Attend meetings and provide administration at meetings.

- Work alongside the Executive Support Manager providing administrative and logistical support with the daily running of the office.
- Finance support including accounting systems, business credit card and banking.
- Supporting the monitoring of HR policies and ensuring the organisation demonstrates best practice in areas such as employee absence, grievance, diversity, recruitment and staff development.
- Event support – Assist the team with plans and delivery of training and conferences.
- Booking venues for training/meetings/interviews/events.
- Assist with the management of social media, marketing and campaigns.

Responsibilities:

- Providing administrative support to the charity and staff, including:
    - Scheduling meetings
    - Looking after visitors
    - Using a variety of software packages to produce correspondence and documents, and maintain presentations, spreadsheets and databases
    - Filing and storing paperwork (and electronically), documents and computer-based information
- To be an active member of the team and actively contribute to the Charities overall strategic plan
- To take a creative and enthusiastic approach to contributing to making the Charity successful
- Assist in general office duties as necessary

This job description is not meant to be exhaustive and will be reviewed with the post holder on a regular basis

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Person Specification
Key Competencies

Skills	**Essential (E) Desirable (D)**
Taking the initiative and being proactive to find solutions to problems and to improve office efficiency	E
The ability to adapt to new office systems and databases and to use them effectively	E
A strong and enthusiastic work ethic	E
Strong customer care skills	E
Excellent organisational and time management skills	E
Excellent IT skills including proficiency with Microsoft Office packages	E
Good numerical skills	E
Maintaining confidentiality and a high level of discretion and sensitivity	E
Commitment to accuracy and attention to detail	E
Ability to work to tight deadlines and prioritise under pressure	E
Ability to work with limited supervision	E
Excellent verbal and written communication skills, including a good telephone manner	E
Able to work and communicate effectively with senior staff	E
Ability to rapidly develop strong working relationships and gain the confidence of others	E
Be a team player	E
Demonstrate a commitment to the NHP vision to ensure that young people leaving care live independent and fulfilling lives	E
Experience of working in a senior PA/Executive Assistant role, including complex diary management and arranging meetings	D
Attending board or management meetings to record and chase actions, including preparation of agendas	D
Knowledge and experience of accounting	D

THE NATIONAL HOUSE PROJECT IS COMMITTED
TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS
All successful candidates will be subject to a DBS Check along with other relevant employment checks