

The Egmont Trust Programme Support Officer

Job Description

Reporting to the Head of Programmes Manager based in Zimbabwe, the Programmes Support Officer's role will encompass the following responsibilities:

Database Administration

Oversee daily operations of our database:

- Recording and maintaining accurate partner and grant information.
- Follow and develop database processes and procedures that ensure data consistency and integrity.
- Liaise with users to ensure database meets requirements.
- Writing and adapting existing reports to meet Programme Team needs.
- Investigate and chase missing information for the database and complete information.

Grants Process

- Processing and monitoring incoming grant applications and reports.
- Tracking application progress from receipt through to assessment and communicating decisions.
- Liaising with the Finance Officer for grant payments

Partner Communication

- Be first point of contact for new and existing partners.
- Monitoring, respond to and re-direct emails in the Partner Admin inbox as appropriate.
- Ensuring all Partner communications are filed accurately.

Meetings

- Arrange and co-ordinate meetings.
- Record accurate minutes of all programme related meetings.
- Attend meetings when required.

General Duties

- Providing other administrative support as required and as agreed with the Head of Programmes.
- Ensuring all work is carried out in accordance with policies and procedures.
- General administrative support.

Key Internal Relationships: Senior Management Team (SMT), Finance Officer & Support Team.

Key External Relationships: Egmont Partners, Trustees.

Skills & Experience

Essential

- Highly organised multitasker with exceptional IT skills.
- An analytical mindset with a keen eye on detail.
- Knowledge and experience of manipulating databases and comfortable with building up reports.
- Demonstrable office administration experience in charity/public/private Sector.
- Experience of working with Word, Excel, Outlook and other Microsoft Office programs.
- Excellent organisation, prioritisation, and time management skills.
- Excellent interpersonal skills, maintaining strong relationships with Team and Partners.

Person specification

- Ability to communicate effectively with Partners and colleagues.
- Ability to work well in a geographically disbursed and remote-work team environment.
- Friendly and outgoing with a 'can-do' attitude.
- Team player with a flexible approach to work.
- Ability to use initiative and proactively seek solutions to problems.
- Trustworthy with ability to exercise discretion and maintain confidentiality.
- Commitment to the mission, values and goals of Egmont Trust.
- Strong interpersonal skills and ability to form and build good working relationships.
- Passion and enthusiasm for working within the international development sector.