



## Job Description & Person Specification

<b>Post title:</b> Project Support Associate	<b>Post No:</b>
<b>School or Department:</b> Centre for Student and Community Engagement	<b>Date created:</b> February 2021
<b>Grade:</b> £23,500 p/a (Grade E)	<b>Hours per week:</b> 37
<b>Fixed term end date</b> (if applicable): September 2022	
<b>Other requirements of the role:</b>	
<b>Immediate line manager:</b> Amy Manktelow	
<b>Title &amp; Grade of posts line managed by postholder:</b>	

**Job purpose:** To assist with providing a comprehensive project support service to the Centre for Student and Community Engagement (CenSCE) department.

**Principal duties and responsibilities:** Work closely with line manager to provide a high-quality project support and administrative function for the department. Tasks include (but are not limited to):

1. Assist with the delivery of the Outreach Ambassador scheme. This involves:
  - managing the schedule of work for the Outreach Ambassador Scheme ensuring that all events are fully staffed
  - maintaining regular contact with the Outreach Ambassadors via email, telephone and in person
  - liaising with CenSCE teams in relation to work opportunities for Outreach Ambassadors
  - authorising Outreach Ambassador timesheets
  - gather evidence for CenSCE monitoring and evaluation protocol
2. Contributing to the recruitment, training and deployment of student workers in CenSCE. This involves:
  - promotional activities such as staffing information stands, displaying marketing materials, answering student queries, delivering brief awareness raising talks
  - making logistical and operational arrangements for recruitment and training of students
  - supporting the arrangements for the appointment of students to Students in Classrooms scheme
3. Ensuring efficient and customer focused support in all areas of project support within the department:
  - managing scheme inboxes for Students in Classrooms and CenSCE
  - project and event planning support
  - preparing resources and materials
  - taking and circulating notes from meetings
  - booking rooms and catering
  - registering participants at events
  - inputting data
  - monitoring student engagement on schemes
  - printing and photocopying
  - proof reading
4. To support the with the relationship between CenSCE and the NTU branch of Unitemps to ensure:
  - GDPR compliance

- Tier 4 Visa compliance
- that students are getting an effective service

5. Other associated tasks including:

- undertaking periodic checks to ensure the accuracy of data and addressing any issues as appropriate
- assisting in the management of locally held confidential documentation and files necessary for the day-to-day operation of the department adhering to GDPR regulations
- engaging in objectives and initiatives across the department as required
- addressing the needs of groups from low socio-economic and other backgrounds underrepresented in higher education

Representing the function to the wider University and NTU externally on matters relating to the role:

- Establishes confidence and respect for the function, arising project work and personally for the Graduate.
- Acts as a positive ambassador and advocate of the Graduate Development Programme.
- Undertakes additional required work, tasks, projects and development opportunities alongside the Graduate role in conjunction with other Graduates participating in the Development Programme.

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

## Personal Attributes

Attributes	Essential	Desirable
<b>Knowledge</b>	Excellent working knowledge of the Microsoft Office package	Excellent working knowledge of Microsoft Teams
<b>Skills</b>	<p>Excellent organisational skills with the ability to prioritise own workload and help others achieve their deadlines</p> <p>Ability to empathise with staff and students</p> <p>A quick learner who is adaptable and flexible</p> <p>Excellent written and verbal communication skills and the ability to communicate effectively with colleagues and customers, both internal and external to the University</p> <p>Ability to work as a member of a busy team and to work independently and without supervision</p> <p>Ability to complete tasks promptly and accurately</p> <p>Ability to provide excellent customer service to a diverse range of stakeholders</p> <p>Willingness to contribute to team objectives with creativity and enthusiasm</p>	
<b>Experience</b>	<p>Working in a positive team environment</p> <p>Experience of communicating with people from diverse backgrounds</p> <p>Experience of using spreadsheets and databases</p>	<p>Experience of working in a busy administrative environment</p> <p>Experience of taking notes at minuting and taking action points at meetings</p>
<b>Qualifications</b>	2:2 or higher degree from NTU within the last two years	ECDL / RSA level 2 in word processing or equivalent

## Competencies

Essential Competencies	Desirable Competencies
<p><b>Team working (Level 2)</b> Contributes to team development, seeking and testing improvements to the team's outputs/service.</p> <p><b>Customer focus (Level 2)</b> Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.</p> <p><b>Organisation and Delivery (Level 2)</b> Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p> <p><b>Adaptability (Level 2)</b> Responds positively to change, supporting others in managing transition and being flexible in approaches to job role. Is aware of own strengths and areas for development. Seeks feedback on own work.</p>	<p><b>Creativity and Innovation (Level 1)</b> Seeks out, reviews and integrates new ways of working into role.</p> <p><b>Communicating and influencing (Level 2)</b> Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p>

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

**Job Description and Person Specification created by (post title):** Amy Manktelow (Project Support Officer and PA to the Director

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