



THE PRINCE'S TRUST JOB DESCRIPTION

JOB TITLE: Programme Support Administrator

LOCATION: Belfast Centre

INTRODUCTION TO THE PRINCE'S TRUST

Youth charity The Prince's Trust helps disadvantaged young people to get their lives on track. It supports 11 to 30 year-olds who are unemployed and those struggling at school and at risk of exclusion. Many of the young people helped by The Trust are in or leaving care, facing issues such as homelessness or mental health problems, or they have been in trouble with the law.

The Trust's programmes give vulnerable young people the practical and financial support needed to stabilise their lives, helping develop self-esteem and skills for work. Three in four young people supported by The Prince's Trust move into work, education or training. The Prince of Wales's charity has helped 825,000 young people since 1976 and supports over 100 more each day.

Our Vision: Every young person should have the chance to succeed.

Our Values:

- Approachable – we are open minded and value diversity
- Non-judgemental – we focus on the potential not the past
- Inspiring – we lead by example
- Empowering – we enable positive change
- Passionate – we are absolutely committed to supporting young people

CONTEXT OF THE ROLE:

In the UK, currently there are more than 950,000 young people aged 16-24 who are not in education, employment or training (NEETs). The Trust works with around 55,000 young people across the UK. We support young people through teams of staff, volunteers and delivery partners in three English regions and offices in Scotland, Wales and Northern Ireland. Each of the regions and countries has a Director and in the countries they are supported by Country Advisory Councils, which are made up of non-executive volunteers.

RESPONSIBLE TO: Programme Support Manager

RESPONSIBLE FOR: N/A

KEY CONTACTS:

- Programme Support team
- Programme teams, Outreach
- Volunteers & Secondments team



THE PRINCE'S TRUST JOB DESCRIPTION

- Contracts & Finance
- Public & Private Sector teams.

BUDGET: N/A

DETAILED RESPONSIBILITIES:

1. Responsible for reception duties for regional office. Receive visitors in a friendly and helpful manner.
2. Take enquiries for the region, including directly to the regional office and also via the website and The Trust's freephone number.
3. Complete a range of administrative tasks including post handling, filing and photocopying.
4. Provide efficient IT and administrative support including setting up and maintaining an efficient office and filing system, archiving files on a periodic basis.
5. Maintain accurate and up to date records, paper and electronic, as required by The Trust or external funding contracts and in line with The Trust's data protection policy.
6. Responsible for training new starters in the regional office on Trustontrack, and other databases.
7. Book young people onto Information Sessions, Taster Days and Explore Enterprise courses, and organise venues and refreshments.
8. Order supplies as necessary for the smooth running of the regional office, including keeping stock control of marketing materials and programme resources from the literature order line.
9. Provide administrative support to the regional delivery teams as required, to include, but not exclusively, raising requests for Development Awards, Will it Work Grants, other Grants and Loan paperwork, and processing Credit Check reports.
10. Support the management of facilities and building maintenance, including the cleaning of the building and organising office services.
11. Support Volunteering and Secondment team with the recruitment administration for volunteers.
12. Support HR activities such as recruitment administration, supporting interview days and maintaining HR records including driving licenses, copies of qualifications.



THE PRINCE'S TRUST JOB DESCRIPTION

13. Undertake programme or regional project work as required by the Programme Support Manager.
14. Compliance with The Trust's policies on the requirements of working with young people, Recruiting Safely, Safeguarding, Health and Safety.
15. Attend all necessary internal/external training courses and management/steering group meetings as required.
16. Carry out other duties as may reasonably be required by The Trust, including deputising as appropriate on activities relevant to area of responsibility.
17. To supply information as required by the Programme Support Manager.



THE PRINCE'S TRUST JOB DESCRIPTION

PERSON SPECIFICATION

Criteria	Essential	Desirable
Skills and Knowledge:	<ul style="list-style-type: none"> • Strong understanding of the challenges young people within The Trust's target groups face • Good planning and organisational skills and the ability to manage multiple priorities • Good interpersonal, written and verbal communication skills • Strong awareness and understanding of equal opportunities and the ability to translate these into effective action • Able to work effectively in a team 	<ul style="list-style-type: none"> • Knowledge of Health and Safety practices and processes
Experience:	<ul style="list-style-type: none"> • Experience of using e-mail, internet, word-processing and spreadsheet packages, accurately and with good attention to detail 	<ul style="list-style-type: none"> • Experience of minute taking
Behaviours	<ul style="list-style-type: none"> • Approachable – will be open minded and value diversity • Non-judgemental – will focus on the potential not the past • Inspiring – will lead by example • Empowering – will enable positive change • Passionate about The Prince's Trust's goals and delivering excellence 	

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory [enhanced] Access NI check.

EMPLOYMENT DETAILS

Salary band/grade

Band 7. £15,379 to £19,426 per annum

Starting salary

£15,379 to £15,784 per annum