



# SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

## Job Description:

### **“Let’s Get Working” Senior Project Assistant**

**Reporting to: “Let’s Get Working” Specialist Audit Officer**

**Work pattern: 37 hours per week, based in Hastings with travel across East Sussex**

**Let’s Get Working is a Building Better Opportunities project funded by the Big Lottery and European Social Fund.**



## The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of those most vulnerable in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including European, Lottery and charitable trusts as well as contracts to deliver services and run projects in Newhaven and across East Sussex.

To support its core activities SCDA also runs a number of Social Enterprises. These include the Denton Island Nursery, two charity shops and a bicycle recycling scheme.

Service areas include:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion and working with local individuals and groups with diverse cultural heritages; supporting people at risk of anti-social behaviour and hate crime; offering access to a range of specialist advice provision through partners; and mental health and wellbeing in the community.

Community Development & Health – delivering targeted and general Youth provision locally; raising the profile of communities in which we work through regular community events; offering a suite of Family Learning and Inclusion activities for parents and carers of Under 5's; delivering a range of services around food; green and open spaces; and promoting physical activity.

With services delivered through Willingdon Trees in Eastbourne and at Hailsham Hub, we also manage Denton Island Nursery which Ofsted has registered as 'Good' and which has remained open throughout the Corona Virus pandemic, and Seahaven Foodbank which has been a crucial essential service during Covid-19.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of the most vulnerable in the community: helping the community help itself.

## The context of the job

SCDA has recently secured funding to provide intensive and ongoing practical support for disadvantaged people with health conditions or disabilities to move into sustainable volunteering, education, training or employment. The project will follow the principles of social prescribing to enable SCDA to engage with those who will benefit from it the most. Effective relationships with the medical and health sectors are central to the success of the project.

The organisation, though fairly small in terms of staff with approximately 98 employees, continues to grow - especially geographically. SCDA values teamwork and supporting colleagues and expects all members of staff to demonstrate flexibility within their specified job role, and offer support to other team members as and when required.

From time to time the requirements of the role may entail the post holder working out of normal office hours, additional remuneration is not applicable for additional hours worked over and above the contractual hours; time off in lieu may be granted in accordance with SCDA's policies.

## **Covid-19**

The impact of Covid-19 can be felt and seen across all of SCDA's services, and great care has been taken to draft appropriate risk assessments which meet staff, volunteer and service user health and safety concerns and to reduce the risk of transmission of the virus, wherever possible. Blended working and delivery will be tailored to meet Government guidance and SCDA risk assessments.

## **Job Purpose**

The purpose of the role of Senior Project Assistant is to provide highly proficient, project specific & more complex administrative assistance to the Team, to ensure contract compliance.

## **Main tasks**

### **Senior Project administration:**

- Creating and updating complex Excel spreadsheets using formulas to track target progress
- Close partnership working, ensuring checks are carried out and feedback is provided, in relation to financial evidence and returns. Thus ensuring a quality and consistent service
- Liaising closely with Specialist Audit Officer – Finance, to ensure all financial evidence is checked and prepared for audit
- Supporting the Participant Audit process using Salesforce database.

### **Project administration & support:**

- Answering the telephone and taking messages from partners/participants/advisors
- Meeting and greeting clients to appointments
- Producing and sending client confirmation letters for appointments, training, job clubs and client forums
- Contacting clients on behalf of Project Navigators or Community Connectors to book client appointments
- Maintenance of confidential filing systems and in house/external client data bases
- Making up new client files/induction packs/welcome packs for participants
- Ensuring that the MIS is updated accurately after every client contact/interaction and supporting documentation is uploaded to the system
- Taking appropriate phone referrals from, for example, GP's and other health and employability professionals
- Scheduling and booking group and individual sessions, liaising with internal and external trainers and venues as directed.
- Organising events
- Publicising internal workshops/forums to participants and produce signing in sheets and course notes to support these workshops
- Handling beneficiary requests for travel and other eligible expenses/queries
- Handling petty cash and reconciling
- Supporting external/staff meetings by producing minutes and distributing to attendees
- Supporting the Team with their general admin duties
- Any other administrative and clerical duties as required within the office

## **EQUAL OPPORTUNITIES**

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

## **HEALTH AND SAFETY**

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary. This includes adherence to Covid-safe practices / routines in the workplace.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

**Signed by post holder:.....Dated:.....**

## **Person specification**

### **Desirable qualifications:**

- Educated to minimum GCSE level, inc English & Maths

### **Experience:**

- Customer service experience, both internal and external customers
- Office administration and ability to multi-task
- Telephone answering and relaying clear messages
- Responding to queries in a timely and accurate fashion
- Computer literacy, particularly MS Word, Excel and databases, ideally Salesforce.
- Some experience, and sensitivity to working with people from disadvantaged backgrounds

### **Skills:**

- Accuracy and attention to detail
- Computer literacy with Microsoft and databases to a high standard
- Highly numerate, confident with handling cash and multiple calculations
- Organisational and workload management skills
- Experience in communicating effectively with a wide range of people.

### **Essential personal qualities:**

- A flexible and positive approach to work and challenge
- Ability to work with minimal supervision but as part of a team
- Excellent interpersonal skills
- Confident in problem solving and using initiative
- Ability to deliver projects to specified deadlines
- Ability to work under pressure
- Understanding of or willingness to learn about the needs of a wide range of socially excluded people

### **Circumstances:**

- Good attendance record
- To be able to travel easily and economically to work in our Eastbourne or Newhaven offices as required.
- Able to undergo DBS & health checks as necessary.