

<b>Position applied for Fixed Term Project Administrator</b>	
<b>Reporting to</b>	Lyn Mansbridge
<b>Employment status</b>	Fixed Term 9 months
<b>Salary range</b>	£
<b>Hours:</b>	37.5 hours per week in accordance with the Flexible Working Hours scheme
<b>Location</b>	Office Based in Salford

The purpose of the Fixed Term Project Administrator is to assist in transferring of client data from one platform to another. This is a key role that requires accuracy and attention to detail.

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### **Key Responsibilities**

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To be responsible for the end-to-end transfer of clients from one platform provider to another, managing the customer experience from first contact, via letter, e-mail or phone, through to making changes to our in-house system.

The ability to order and prioritise tasks is essential along with being able to work under own initiative, being comfortable and confident with the task at hand.

A proven track record of complex administration is more desirable than previous financial experience, however Excel skills are essential.

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### **Person Specification: Assessment Key: A=Application Form I=Interview T=Test E = Evidence**

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Area	Requirement <b>(All criteria are Essential unless defined as Desirable)</b>	Assessed by:
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in using standard office software products including excel, word, outlook</li> </ul>	A/I
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with a wide range of people including legal representatives.</li> <li>• Ability to prioritise and manage own workload.</li> <li>• Ability to communicate effectively both orally and in writing.</li> </ul>	A/I A/I A/I

	<ul style="list-style-type: none"> <li>• Have a keen eye for detail and an exceptional level of accuracy when producing documents and inputting data.</li> <li>• Proactive and reliable</li> </ul>	A/I
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Display self-motivation, drive and enthusiasm.</li> <li>• Possess a flexible approach to work.</li> <li>• Excellent telephone manner</li> <li>• Personable</li> <li>• A desire to support vulnerable clients.</li> <li>• Be hard working, enthusiastic and reliable</li> </ul>	A/I A/I A/I A/I A/I A/I
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• GSCE A-C in Math &amp; English</li> </ul>	E

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### General Responsibilities

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- This job description is current at the date shown, but in consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. It is expected the post holder will when required undertake other duties commensurate with the post and salary grading if required.
- Duties may involve having access to information of a confidential nature that may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times in accordance with the company policies. If you are unclear at any time refer to your manager.
- Undertake all reasonable personal development actively designed to support you in your role.