JOB DESCRIPTION
Project Administrative Support Officer
Vacancy Ref: N2564

Job Title: Project Administrative Support Officer
Present Grade: 5

Department/College: Partnerships & Engagement Team, LUMS

Directly responsible to: Senior Business Projects Manager
Supervisory responsibility for: N/A

Other contacts

Internal: Knowledge Exchange, academic and professional services staff in LUMS; Project Support Unit; LUMS Finance Office

External: Business Directors & Managers, External project partner staff, external suppliers.

This post is part-funded by the European Regional Development Fund

The Role:
This role sits within the Knowledge Exchange (KE) Team, part of the Partnerships & Engagement Team within Lancaster University Management School. The role will work as a member of an administrative team within the Management School supporting provision of high-quality administrative support to knowledge exchange projects.

Administration
- To take responsibility for the administration of project documentation relating to all purchases made for and on behalf of the project
- To ensure that full auditable records of clients’ activity are created and maintained and fully compliant with ERDF and other funding body regulations
- To assist the Operations Manager in the management of the TS2000 timesheet system for recording project staff time, in particular co-ordinating the collection of academic and project staff timesheets in support of ERDF project claims
- To assist the project team with the financial management of the projects by processing financial transactions; raising purchase orders; monitoring budgets, and ensuring that finance files are accurate, up-to-date and in accordance with audit requirements, as required
- To assist the project team with the preparation of quarterly returns for funding including the preparation of detailed numeric funding outputs and relevant file notes
- To liaise with Project Support Unit within Research & Enterprise Services to ensure full compliance with internal processes and external contractual requirements as necessary.
- To take responsibility for preparation for, and follow up from, internal project monitoring visits and external audits in relation to client activity
- To maintain CRM database records for the stakeholder network and ensure accurate recording of all SME relationships and engagements
- To assist in the creation of company beneficiary proposals setting out the work and support which will be delivered through the project
- To work with colleagues within the Knowledge Exchange Team to assist in the continued review and development of the administrative systems and procedures for all projects
- To develop and maintain a strong understanding of the guidelines associated with European funding and convey this information to project stakeholders
- To attend project related meetings and be responsible for the servicing and minute taking of such meetings as appropriate.
Programme duties

- To work with the project team in the planning and timetabling of business support programmes for the project
- To support the project team in the promotion and recruitment of the project
- To liaise with clients with regards to attendance at events and completion of funder’s paperwork
- To be the point of contact for client queries and to play a key role in the management of customer relationships
- To liaise with delivery staff, academics and externally procured speakers and facilitators who are involved in the provision of programmes
- To assist in the recruitment of eligible businesses onto the programmes, this may involve attendance at networking events.

Event Coordination

- Support the project team with the organisation and planning of a large number of workshops and events as part of the project. This will involve venue and hospitality arrangements, administering registrations, addressing attendee queries and ensuring the collection and maintenance of robust audit proof event and attendee records as required by ERDF
- To support the preparation of course materials as required for project workshops and events.

Other

- To provide support and cover for other members of the team during busy periods and holiday times.
- To undertake other duties appropriate to the grade of the position as required by the HIC Project Manager.
- To undertake any necessary training and development.