



European Union
European Regional
Development Fund

**OXFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP
JOB DESCRIPTION**

Innovation Support for Business (ISfB) Administrator

Salary: £17,161 - £19,126

Contract: Full time fixed term contract to 31 March 2020 with potential to extend subject to external funding. This post is part funded by the European Regional Development Fund (ERDF).

Report to: ISfB Programme Manager

Job Purpose:

- Work with the Innovation Programme Manager to support the European Regional Development Fund (ERDF) funded Oxfordshire Innovation Support for Business (ISfB) programme.
- Assist with ERDF claims on a quarterly basis with the Senior Programme Coordinator.
- Assist with enquiries from small and medium enterprise (SME) through the web portal, phone and emails.
- Data entry of programme information including logging enquiries, screening and registering SMEs.

Assist with gathering information and data from Oxfordshire County Council and Delivery Partners for the preparation of claims.

- Assist with preparation for audits from the Managing Authority, Department for Communities and Local Government (DCLG).
- General administration support for the wider ISfB/OxLEP business team.
- Organise programme meetings, take minutes of meetings and distribute to relevant parties.

- Support the communications, marketing and publicity activities of the programme.

Main Duties:

- Assist with preparation for quarterly claim submissions.
- Take SME enquiries (office based).
- Update the programme's webpages and social media accounts, as required.
- General administration of paper and electronic files.
- Assist with partner claims where needed.
- Collect, process and input data into the team's information management/ filing systems and databases (e.g. relevant finance and client relationship management (CRM) systems) ensuring accuracy, confidentiality and security of data and compliance with statutory requirements
- Ensure that all duties and services are provided in accordance with OxLEP's standards, policies and procedures.

General accountabilities:

- To be responsible for ensuring that all relevant policies and procedures are adhered to and concerns are raised in accordance with these policies.
- Undertake such other duties as may reasonably be required of you as required to support the business needs including maintaining business continuity.
- Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a healthy and safe working environment.

The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post.

For all staff - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.
- Cooperate on all issues involving health and safety.
- Use work items provided for you correctly, in accordance with training and instructions.
- Do not interfere with or misuse anything provided for your health, safety or welfare.
- Report any health and safety concerns to your line manager as soon as practicable.

OXFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP

SELECTION CRITERIA

Job Title: Innovation Support for Business Administrator

Essential knowledge

- English Language and Mathematics GCSE Grade C or above, or equivalent
- Relevant work related experience in a similar role
- Knowledge and experience in programme or project administration
- Knowledge and experience of using databases preferably client relationship management (CRM) systems

Essential experience

- A minimum of one year administrative experience
- Experience of providing front line/customer service (visitor/telephone)
- Experience and regular use of Microsoft Office applications and the Internet, including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level
- Experience of working with data and statistics including inputting and retrieving data from ICT based record systems
- Ability to work effectively to deadlines
- Experience of carrying out research and information collation using the internet/web based systems

Essential skills

- Excellent organisational skills with the ability to prioritise own workload and support others to meet their deadlines
- Ability to work on own initiative, multi-task, meet deadlines and maintain attention to detail
- Good numeracy skills and ability to support management of financial records
- Ability to communicate effectively with internal and external clients and staff, verbally, in writing, by email and in person
- Ability to work calmly under pressure prioritising competing demands effectively

Personal qualities

- Must be self-motivated, flexible, well organised and able to work as a member of a team
- Strong attention to detail
- Must be able to complete work to a high standard and on time
- Commitment to own personal and professional development
- Commitment to providing good customer service with a drive for continuous improvement
- Able to deal with work of a confidential nature
- Willingness to work outside normal office hours on occasions

Employment package

Salary £17,161 - £19,126 per annum depending on experience.

28 days annual leave per annum.

Flexi time policy.

Generous contributory pension scheme.

The position is offered on a fixed term basis or secondment opportunity to 31 March 2020. Extension is dependent on securing external funding.