

**JOB TITLE:** Programme Administrator

**LOCATION:** London with remote working

**REPORTS TO:** Client and Programme Partner Team Lead

**UPDATED ON:** May 2021

## WHO ARE WE?

Moving Ahead is a social impact organisation specialising in advancing workplace diversity and inclusion in three ways: mentoring, development sessions and programmes, and consultancy. Everything we do is underpinned by robust research and powerful storytelling. We work cross-company, cross-sector and also cross-diversity strand, from gender and ethnicity to thinking and learning styles, and socio-economic background. To date, we have reached more than 35,000 individuals across more than 300 organisations.

With the support of our founding partner, Ricoh UK, we work as a team of global mentoring and development experts supported by first-class programme managers, researchers, and communications experts.

## WHAT WE OFFER

- ▶ Coaching and development to support you in your role and progression
- ▶ Opportunity to attend learning and development session with high profile and world class speakers and facilitators
- ▶ Exposure to some fantastic clients in FTSE 250
- ▶ In depth exposure to everything inclusion and diversity
- ▶ Belonging to a small and talented team with a genuine respect and support for each other
- ▶ Flexible and agile working
- ▶ Laptop
- ▶ 25 days annual leave + bank holidays
- ▶ 5% pension scheme

## JOB PURPOSE

To support the client & programme partners with all operational and administrative activities of programme and event delivery, ensuring a professional and personal end-to-end service is delivered. You will be working with some fantastic clients



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## Our Client and Programme Partner progression route

Our Client and Programme Partner progression route offers a clear development plan for our Client and Programme Partner team. Whilst we have this structure, we operate in a very agile way and support individuals and their development choices. Colleagues will not remain static within a role if they are developing quickly.

### SCOPE:

- ▶ Reporting into the Team Lead
- ▶ Working closely with client partners by supporting them with administrative duties
- ▶ Working closely with internal stakeholders (colleagues and management in other divisions)
- ▶ Join client partners or team lead on client calls to take notes and learn
- ▶ Working towards business objectives and KPIs

### KEY ACCOUNTABILITIES:

To support the internal programmes client partners in:

- ▶ Booking client meetings, chasing information and checking the information
- ▶ the development of high-quality programme materials
- ▶ attending face to face client meetings where needed
- ▶ joining client calls to capturing notes, and feedback whilst ensuring excellent customer service
- ▶ preparing and running the matching process for programmes
- ▶ creating project and programme plans to underpin deliver with agreed milestones and delivery dates
- ▶ Event set up and ownership (online and in person)
- ▶ Feedback reviews of programme and events, working with the client partner to identify areas for improvement
- ▶ To provide administrative support to external stakeholders; speakers and facilitators as required
- ▶ To support client partner in managing client inbox's – answering emails in professional and timely manner



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To support the business by:

- ▶ Ensuring our CRM is accurate and immediately updated
- ▶ Tracking programme deliverables to support in the implementation of improvements creating more efficient and effective ways of working
- ▶ Contribute to the effective use and development of IT systems
- ▶ Attend all own client events and any other events identified in order to build and enhance client relationships

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- ▶ Ability to work at a fast pace supporting the delivery of multiple projects at the same time
- ▶ A hunger to learn and develop
- ▶ Experience of providing clients with outstanding service
- ▶ Attention to detail, careful planning and excellence in execution
- ▶ Curious about clients' needs and ability to seek out opportunities
- ▶ Dedicated team player and highly collaborative
- ▶ Good use of excel, word and power-point
- ▶ Excellent communication skills – verbal and written

## VALUES

- ▶ Leading Myself – take personal responsibility for bringing our best and whole selves to work
- ▶ Working Together – work together to make great things happen for our organization, our clients and our mission
- ▶ Doing the Right Thing – honest, trustworthy and act with integrity in everything we do
- ▶ World Class Delivery - deliver high quality work, every time – internally and externally
- ▶ Future Focus – go beyond the tried and tested, embracing new things



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