

Job Description

Project Administrator
UCL Consultants (UCLC)
London

Reports to

Senior Project Manager

Job Purpose:

The post holder will report to the Senior Project Manager and will have responsibility for providing high quality administrative and project support for the delivery of a variety of different sized projects across our consultancy and bespoke short course portfolio. It is currently expected that this role will initially focus on, but not be limited to, two large data-heavy public sector projects.

The overall objective of this role is to ensure that the contractual, operational and financial arrangements are accurately administered, compliant with relevant UCL and UCLC policy and procedures and captured in our internal project governance documentation, customer relationship management (CRM) system and financial monitoring systems. The position holder will additionally support with event and short course delivery, and contribute to the development and review of project management tools and templates.

The successful candidate will be methodical with a strong attention to detail, interpersonal and liaison skills and an interest in maintaining a high level of service to all stakeholders. A committed, 'hands-on' individual who is able to work quickly and accurately, the candidate will need to be proactive, have excellent time-management, IT and organisational skills, with the ability to manage their workload and to work effectively under pressure.

Key Duties and Responsibilities:

Responsibilities

Efficient day-to-day support on all administrative aspects of consultancy projects and face-to-face/ online courses and events including, but not limited to:

Project Development & Set-up:

- Completing the relevant administrative and operational tasks as part of the project set up process including supporting with the set-up of online project collaboration space(s), developing relevant project templates, processes and record-keeping systems e.g. task tracking, agendas, meeting minutes etc.

Project Planning and Monitoring:

- Accurately undertaking assigned project tasks to a high quality, in a timely manner.
- Supporting with the allocation and tracking of project tasks, liaising with internal and external stakeholders as appropriate.
- Updating project action plans with assigned tasks, deadlines and regular status updates for review at project progress meetings.
- Collating, maintaining and reviewing project status information and text-based/ numerical/ financial data to support monitoring, decision-making and escalation based on pre-defined criteria and processes.
- Monitoring and chasing outstanding project information and paperwork including issuing reminders e.g. contracts, invoices, project data, deliverables and reports.
- Monitoring the submission of regular project reporting from internal and/ or external stakeholders.
- Identifying issues, risks and lessons learned and supporting decision

making by developing options for possible solutions.

- Supporting the project team to prepare project reports as required by the various funders and institutions involved.

Contractual & Financial Monitoring:

- Liaising between the UCLC project and legal teams to organise and manage the distribution of contracts for digital signature – inserting relevant project and contact information, payment plans, identifying appropriate signatories, issuing and uploading completed copies to the CRM system.
- Liaising between the UCLC project and finance teams to co-ordinate the accurate creation and distribution of invoices to clients.
- Supporting with the maintenance of financial monitoring and expenditure tracking spreadsheets.
- Using UCLC's integrated finance software to monitor and log the status of incoming payments.
- Supporting with follow up actions to credit control queries including making direct contact with clients to resolve and escalating further as needed.

Operational:

- Ongoing liaison with internal and external stakeholders, acting as a single/ joint point of contact responsible for monitoring, responding to and/ or triaging enquiries via e.g. MS Teams, MS Outlook (including dedicated project inbox), online helpdesk platform or telephone.
- Ensuring the ongoing organisation and filing of project documentation and records including all contractual and financial documentation, correspondence, deliverables, meeting minutes and reports in an accurate and timely manner.
- Supporting with the planning and organisation of project meetings and

other events, including logistical arrangements (e.g. catering, travel bookings, meeting room bookings), preparation and circulation of agendas and papers, and taking minutes.

- Providing regular and ad-hoc information, both written and verbal, to project stakeholders.

Bespoke Short Course/ Events Support:

- Liaising with learners to disseminate course/ event information and invitations.
- Maintaining accurate learner database(s) in accordance with GDPR requirements.
- Supporting the planning and delivery of face-to-face courses/ events including venue booking agenda planning, sourcing supplies, creating name badges, collating and printing resources, on-the-day venue and IT set-up and operational support.
- Supporting the planning and delivery of online courses/events including online event bookings, collating online resources, supporting with the development and maintenance of an online platform and provision of live in-delivery troubleshooting support.
- Collating event/ course feedback.

In carrying out the above duties, the Project Administrator is expected to:

- Work closely with academic and support staff across UCL to develop effective working relationships.
- Work expeditiously and with professionalism to ensure the business is organised efficiently.
- Maintain absolute confidentiality regarding sensitive personnel, financial and commercial information.
- Adhere to UCLC policies including organisational standards, Financial Regulations and Equal Opportunities.
- Maintain an awareness and observation of Fire and Health & Safety Regulations.

- Maintain an awareness of UK General Data Protection Regulations and apply where necessary.
- Participate in staff meetings and training as required.

In addition, the post holder will be expected to carry out any other duties and responsibilities within the scope, spirit and purpose of the post and its grading as requested by the line manager.

Note: The duties described above reflect the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and may be subject to amendment in consultation with the post holder.