



Job Description & Person Specification

Position:	Fast Forward Programme Administrator	Department:	Fast Forward
Reports to:	Fast Forward Programme Manager	Date:	April 2021

Job Purpose:

To coordinate and deliver business operations to achieve Fast Forward programme objectives.

Duties:

1. **Operations Coordination** – To support Fast Forward operations to ensure that activities are appropriately planned and delivered to achieve objectives.
2. **Training and event organisation** – To organise Fast Forward training workshops and events to ensure that a professional service is provided to clients.
3. **Data management and analysis** – To request, collate and manage relevant programme data and provide analysis and reporting to Fast Forward Member Brands
4. **Communications** – To prepare and distribute Fast Forward communications and social media updates to ensure that programmes and activities are supported and promoted as required.
5. **Customer Service** - To respond effectively to calls and emails, explaining the products and services offered as required, addressing frequently asked questions and escalating queries where necessary. At all times providing excellent customer service.
6. **Customer Relationship Management** – To use and improve customer relationship processes to enhance customer engagement and satisfaction.
7. **Web Content Management** – To update web content to maintain accuracy and ensure effective communication to users.
8. **Business Processes** – To review, continuously improve and deliver against business processes to achieve organisation objectives.
9. **Financial/Office administration** – To support the accounts administrator as required and undertake general office administration with other team members.
10. To undertake assorted projects and other reasonable duties and responsibilities as arise from time to time.

Employee Signature: **Date:**

Person Specification Template (Code: Assessed by A/F-Application form, I-Interview, T-Test)

Criteria	Description	AF	I	T
Qualifications		✓		
Experience / Knowledge	Appropriate experience required	✓	✓	
Skills	Good numeracy and literacy; Customer Service; Financial awareness Excellent understanding of the Microsoft Office Suite and knowledge with a willingness to acquire knowledge of other computer systems quickly.	✓	✓	✓
Attributes	<p>Communication - Clear and confident communication skills and a calm disposition. An excellent telephone manner with the ability to converse on all levels. Excellent written English with accuracy and an eye for detail.</p> <p>Organisation – First class organisational skills, time management and prioritising, project management and the ability to multitask are prerequisite.</p> <p>Initiative - Capable of working with common sense on his/her own initiative, to deadlines. Happy to work as part of a small team.</p> <p>Integrity - A high standard of personal conduct, inter-personal skills and sensitivity to the needs and cultures of others with unimpeachable integrity and maturity of conduct.</p>	✓	✓	✓