# Job Description

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Programme Administrator</th>
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</thead>
<tbody>
<tr>
<td><strong>Job Family &amp; Category</strong></td>
<td>Project/Programme Management, Assistant</td>
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<tr>
<td>Team</td>
<td>Transport</td>
</tr>
<tr>
<td>Line Manager</td>
<td>Programme Manager</td>
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<tr>
<td><strong>New/ Existing Role</strong></td>
<td>Existing</td>
</tr>
<tr>
<td>Perm/ Fixed Term</td>
<td>Permanent</td>
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## Job Purpose
To support the England transport team with the successful delivery of zero carbon programmes funded by the government and commercial organisations, by supporting programme managers with administration duties including coordinating programme finances, editing monthly reports and organising programme activities.

## Key responsibilities
- Provide efficient administration for all elements of the programme lifecycle, including but not limited to:
  - Finances: setting up new suppliers on finance systems, raising and tracking purchase orders, processing and raising invoices.
  - Assist with programme delivery where required, such as issuing accreditation certificates, supporting website content development, organising webinars, and facilitating workshops.
  - Updating and maintaining programme spreadsheets and databases.
- Carry out administrative tasks as required, such as editing monthly programme progress reports.
- Being the first point of contact for shared email inbox/es – ensuring emails are correctly categorised, responding to general queries and sending on emails where appropriate to the relevant managers or individuals.
- Take ownership and responsibility for file and folder management and retention processes for electronic files.
- Support the development of the Customer Relationship Manager (CRM).
- Undertake other activities as required to support the transport team, such as updating website content.
### Knowledge, skills and qualifications required

- Well-developed administration skills, including IT skills and use of MS Office.
- Great numeracy skills and strong attention to detail.
- Excellent organisational and coordination skills.
- Experience of or ability to work in a fast-paced environment with ability to prioritise activity.
- Great communication and interpersonal skills, able to work on own initiative and as part of a team.
- Ability to maintain good working relationships at all levels both internally and externally.
- Process driven and happy to undertake repetitive tasks.
- Willingness to learn and develop new skills.
- Proactive in delivering and identifying ways to improve existing processes and establish new approaches.
- Self-motivated, team-oriented, and goal-oriented.
- A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.

### Desirable:

- Relevant knowledge and/or understanding of transport, freight and/or environmental issues.
- Knowledge of Customer Relationship Management (CRM) system.