

## Job Description

<b>Title:</b>	Project Coordinator (UK Safer Internet Centre and Online Safety)
<b>Salary:</b>	£19,235.00
<b>Term:</b>	Fixed term until 31 Dec 2020; part-time time role – 20 hours a week (Suggested hours: 10 am – 2 pm Mon-Fri)
<b>Reporting to:</b>	Programme Manager
<b>Location:</b>	Exeter

### 1. Job purpose

The post holder will provide admin and coordination support across projects in the Online Safety team, and more specifically UK Safer Internet Centre related projects. Working in a small team (alongside the Programme Manager and two Assistant Project Managers), the post holder will ensure that project deliverables are met in line with agreements and contractor requirements. The role will be varied and include a wide range of tasks and requires good people and organisational skills.

### 2. Background

As a not-for-profit charitable Trust, SWGfL's mission is empowering the safe and secure use of technology through innovative services, tools, content and policy, nationally and globally.

#### UK Safer Internet Centre programme

SWGfL are the coordinators of the UK Safer Internet Centre (UKSIC) in the UK and works alongside partners Childnet and IWF to deliver the programme in the UK, funded by the Connecting Europe Facility of the European Commission.

As part of UKSIC, SWGfL is responsible for delivering training sessions to schools and other organisations, the creation and distribution of online safety resources and the operation of

two helplines. We also play a big part in supporting and delivering the Safer Internet Day annual campaign in the UK.

### **3. Key responsibilities**

#### **a) Provide reliable administration support:**

- Work flexibly within an administrative environment to ensure that the administrative needs of the UK Safer Internet Centre and the Online Safety team are met.
- On occasion, assist in the preparation of presentation materials, documentation for meetings, information packs, reports, distribution and correspondence.
- On occasion, handle travel arrangements for the UK SIC and wider online safety team in the UK and internationally
- Arrange specified meetings and events to include identification of suitable venues, appropriate accommodation and catering requirements.
- Provide secretarial and administrative support at specified formal meetings, to include production and circulation of Agendas, Minutes and associated documentation as and when requested.
- Raise purchase orders and process invoices accurately.
- Maintain stationery supplies, receiving goods, distribution of post and organizing storage of materials.
- Dispatch of goods and post as appropriate.
- Conduct all the above duties in line with SWGfL equal opportunities, employment, health & safety and other agreed policies and procedures.

**b) Provide excellent customer service:**

- Handle telephone and email enquiries in a professional, polite, calm and tactful manner. from a wide range of stakeholders.
- Interface comfortably and professionally with a wide range of stakeholders within the work of the Centre – members of the public, professionals, young people, high-rank government and industry players and media.
- Respond to enquiries about our products and services in a timely and professional fashion.

**b) Provide project co-ordination with good attention to detail:**

- Work with a network of supporters around the UK to set up and manage our Online Safety Live programme of events including identifying venues, using an event management system, liaising with the team to allocate presenters, managing cancellations and amends, managing communications and evaluations with delegates.
- Coordinate online safety training courses bookings to include responding to enquiries, putting together training schedules, assigning trainers and processing bookings using our existing booking system.
- Provide admin support for the running of our online store – helping manage orders for resources to be dispatched.
- Provide project support to the UK Safer Internet Centre team and wider online safety team within SWGfL.
- Assist the team in preparations for Safer Internet Day campaigns.
- Attend relevant events and conferences as organizer or participant.
- Adhere to available budgets and always strive towards cost-efficiencies.

- Work independently and within a team, and rely on their initiative to solve problems.
- Maintain records and reporting systems in order to extract data to include in project reports.

### **Company Benefits**

- Substantial Leave Allowance progressing to 25 days in second year of service and 30 in third year of service, plus bank holidays
- Pension with generous contributions from SWGfL
- Medical Healthcare benefits including dental, optical, chiropody and therapy treatments including physiotherapy, plus many more Health and Wellbeing services.
- Online Employee discount platform; saving you money on everything from groceries to holidays, fashion and electronics.
- Cycle to Work Scheme.
- Benefits for you and your family including Childcare vouchers and annual flu jab, voluntarily available for all staff.

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Issued by: Louiza Jeffcoat	Date Approved: 19 May 2020	Date Effective:

*This job specification only contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.*

## PERSON SPECIFICATION

Attributes	Experience / skill	Essential / Desirable	Means of Evaluation
Education & Training Experience	GCSE Maths and English or equivalent  Minimum 2 years work experience in an office/administration/ project support environment  Educated to A Level or Equivalent	Essential  Essential  Desirable	Appl/Interview  Appl/Interview  Appl/Interview
Knowledge & Skills	Experienced in the use of computerised systems including word processing, spreadsheets, Outlook, PowerPoint etc  Experience of using event management systems like Event Brite, Shopify, Drupal Content Management System  Experience of providing customer service support face to face and over the telephone	Essential  Desirable  Essential	Appl/Interview  Appl/Interview  Appl/ Interview

Communication & Interpersonal	Ability to communicate and work effectively and persuasively both face to face and on the telephone.	Essential	Appl/Interview
	Good written and verbal communication	Essential	Appl/ Interview
	Ability to develop effective and supportive relationships with colleagues at all levels throughout the organisation.	Essential	Appl/Interview
	Ability to use their initiative independently and pro-actively to solve issues.	Essential	Appl/ Interview
	<b>Ability to work on their own, without direct daily supervision</b>	Essential	Appl/ Interview
	Ability to work accurately under pressure (to meet deadlines etc), demonstrating a logical and methodical approach to dealing with workloads.	Essential	Appl/Interview
	A can-do and flexible attitude.	Essential	Appl/ Interview