

Londonwide LMCs & Londonwide Enterprise Ltd

Job Description for Project Administration Assistant - Workforce, Training and Innovation

Job title:	Project Administration Assistant
Accountable to:	Director of Resources
Responsible to:	Head of WTI
Job purpose	<p>The WTI team provides project support to Londonwide LMCs and a range of services that are designed to support general practice in London.</p> <p>The team incorporates Londonwide Enterprise Limited (LEL) which is a wholly owned subsidiary of Londonwide LMCs, created to support the learning, development and business needs of GPs and practices.</p> <p>LEL is organised and run similarly to a social enterprise where providing a tangible benefit to the GP community is more important than making a commercial profit.</p> <p>The administrator will support to the WTI team to deliver against the organisations strategic objectives and enable the team to support the wider organisation with effective project management by providing project co-ordination, administration and logistical support.</p> <ul style="list-style-type: none">• ensure that services produce the required deliverables within the defined quality, time and cost constraints. <p>The post holder will ensure that communication is maintained between all stakeholders involved in the services.</p>
Main responsibilities	<ul style="list-style-type: none">• Represent the interests of Londonwide LMCs at all times in providing high quality administrative support to the services run by LEL and WTI's projects across the organisation.• Participate in appropriate pan organisation project groups providing project administration and support.• Agree, deliver and report on all personal objectives to the Head of WTI and the Director of Resources.• Arrange internal meetings including team meetings and any administrative tasks connected such as taking action notes, preparing agendas, completing follow up actions etc.• Arrange external meetings for the Head of WTI and project managers to attend where required and in line with other commitments.

	<ul style="list-style-type: none"> • Signpost queries from prospective and current contacts to the relevant team member. • Ensure that all administrative work associated with LEL's services are delivered in a timely way. • Accept delegated responsibility where appropriate. • Take part in planning, coordinating and delivering programmes and other Londonwide events as required e.g. LLMCs conferences, local educational events. • Provide administrative support to coordinate the annual review of the BLP course content in a timely manner. • Provide support with the learning hub, ensuring that content is updated regularly and accurately. This includes annual content reviews for the BLP courses, updating taught day dates and checking functions work such as videos play etc. To highlight to the BLP project manager if there are any issues. • Provide support to the team including updating student progress on spreadsheets, sending out reminder email links to taught days, creating evaluation forms and reports from Survey Monkey, collating information required for accreditations and preparing student certificates taking into account other commitments. • Provide support in updating the Associates and Buying Group pages and the Workforce, Training and Development pages on the Londonwide LMCs website. • Support the marketing of LELs services, collating marketing material where necessary.
Relationships	To build effective collaborative relationships with internal colleagues. Communicate effectively with external colleagues and stakeholders, facilitating communication between them as required.
Communication	<p>Provide administrative support to liaise with the Communications team to ensure there is advertising and marketing of LELs services where appropriate.</p> <p>Share advertising and marketing of LELs services with stakeholders.</p> <p>Attend relevant internal meetings, providing feedback to the WTI team and support external meetings.</p>
Finance	Support the invoicing process
Place of work and Travel	<ul style="list-style-type: none"> • This role is based at the company's London offices in Tavistock Square, although regular homeworking is supported. Travel to the office (commuting) or to external

	<p>meetings in a timely way is required according to business need.</p> <ul style="list-style-type: none"> • If driving for work a risk assessment must be completed including details of appropriate insurance and licencing.
Policies and procedures	To be familiar with Londonwide LMCs/Londonwide Enterprise Ltd policies and procedures and act in accordance with them at all times.
Technical	Utilise information and communications technology (ICT) including word processing, spreadsheets, databases, internet, email, electronic diary, Teams, Zoom, SharePoint etc. in order to achieve the objectives of the post.
Appraisal	Participate in the appraisal system and attend regular supervision meetings with the line manager Head of WTI.
Data protection and confidentiality	To treat information appropriate with confidentiality, complying with the requirements of the 2018 Data Protection Act and subsequent guidance implemented by the Information Commissioner's Office.
Health and Safety	To contribute to creating a healthy and safe environment by following the safe systems set out in the Health and Safety policy. To be familiar with this information and to act in accordance with it.
Equality	Operate at all times within an equality framework, upholding the principles of the company's equality and inclusion policy.
Other duties	Undertake any other duties as required in order to fulfil the objective of the post.
Review	This job description will be subject to regular review and Londonwide LMCs / Londonwide Enterprise Ltd reserve the right to amend or add to the duties and responsibilities listed. The post holder is required to be flexible in developing the role in accordance with changes in the NHS and with the changing agenda, policies and priorities of Londonwide LMCs / Londonwide Enterprise Ltd.

Post holder name	
Signature	
Date	

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Person Specification

	Criteria		Essential	Desirable	How tested
1.	Qualifications	Education to A level standard or equivalent. Maths and English to GCSE (grade 4 or above) or equivalent.	✓		
2.	Role Experience	Displays experience and applied knowledge of administrative systems.	✓		
3.	Task experience	Displays detailed knowledge of administration processes and is capable of deploying these to suit different needs. Works in an organised way demonstrating a systemic approach and embedded quality assurance checks		✓	
4.	Specialist knowledge	Able to use IT to support effective systems.	✓		
5.	Competencies	To act with appropriate autonomy and initiative to resolve challenges independently To set appropriate time scales and ensure that they are delivered Effective written and presentational skills	✓		
6.	Key skills	Experience of working across organisational boundaries	✓		
7.	Relationships	Ability to work collaboratively with all teams within Londonwide to enable the WTI team to deliver projects		✓	

8.	Interpersonal skills	Ability to communicate effectively at all levels across the organisation and with all external stakeholders	✓		
9.	Continuous professional development	Evidence of work based learning and applying theory to practice	✓		