

**Organisation: NBV Enterprise Solutions Ltd**

**Job Title:** Project Administrator – Incubation Extension  
This position is wholly or partially funded through European Regional Development Funds

**Responsible to:** Programme Manager/Executive and Finance Director

**Job Purpose:**

To undertake administration and support the coordination and management of all activities and controls across NBV with respect to Incubation Extension funding.

To support the provision of information to enable the Executive Team and Project Managers across the organisation to operate effectively and with probity against Incubation Extension ERDF obligations and contract delivery requirements.

To work within and support the development of systems and procedures which accommodate delivery across all aspects of the Incubation Extension Project.

To support Incubation Extension Programme activities and customer services including providing information, telephony and administration services to NBV Incubation Extension Projects and services.

**Main Tasks**

- Supporting the Project Manager and Executive/Finance Director in delivering regular reports as required for the delivery of the Incubation Extension programme.
- Supporting the Project manager and Executive/Finance Director in preparing systems and reports which will enable the Executive Team to plan and manage the Incubation Extension project with due probity.
- Working with appropriate client management systems and ensuring that monitoring of activity and delivery of outputs is undertaken on an on-going basis.
- Following NBV's contract and financial governance and systems standards across the organisation.
- Liaising with the Incubation Extension Team Members and Project Manager to ensure that the claims processes are completed and submitted on time to funders.
- Ensuring that Incubation Extension ERDF documentation used to record project/contract expenditure reflects the contractual requirements of funders and is reviewed and upgraded on an on-going basis
- Support the maintenance and provision of various records pertaining to the Incubation Extension Project and services, such as client records, contractors'

databases and NBV filing systems and support front of house services including administration, reception and telephony duties when required

- Liaising with funders, customers, external audit teams and project managers in respect of ERDF financial activities.
- Maintain appropriate standards of working and ensure compliance with company policies and practices at all times for self and team.

## **Requirements**

### **Experience:**

- Relevant financial experience and experience of financial management information systems, Microsoft packages, and European contract management.
- Experience of communicating effectively at all levels to individuals and groups and considerable experience of working with diverse groups.
- Considerable experience of working within customer services and an administration environment
- A strong commitment to people, good customer service and to able to relate effectively to internal and external customers
- Should have experience of working on own initiative as well as being part of a team and be able to demonstrate excellent problem solving and decision making skills
- A commitment to delivering a high quality service and to be committed to the aims and objectives of NBV.

### **Skills:**

- To be able to demonstrate excellent administration, excel, SAGE Accounting, ICT and database management skills
- To be able to produce comprehensive financial reports.
- To be prepared and able to be flexible adaptable
- An ability to anticipate customer needs and to minimise potential problems and understand and resolve customer concerns.
- Able to work on own initiative, requiring little direction or support from internal or external sources.
- A commitment to delivering a quality service through excellent customer service and administration.
- Possess a well-developed sense of service to both the community and individuals.

### **Contacts:**

#### **External**

With individual Incubation Extension clients and owner managers

With Incubation Extension management teams in companies.

With partner organisations and agencies

### **Access to Confidential Information:**

All information relating to client records.

Access to confidential client Information:

Access to confidential information on local businesses.

All confidential information stored on databases within NBV.

Copyright training packages.