

Senior Project Administrator

Reducing Parental Conflict Programme

Key Terms and Conditions of Employment

Purpose of Job

Funded by the Department for Work and Pensions (DWP), the Reducing Parental Conflict (RPC) Programme is an exciting new development, trialling a range of different interventions intended to strengthen couple and co-parenting relationships, particularly in unemployed families.

Based in Tavistock Relationships, the programme will benefit from and feed into the organisation's many years' experience of providing high quality clinical work, training and research with couples.

We are seeking an experienced and skilled project administrator who is comfortable liaising with a range of stakeholders and supporting project leadership staff. The post holder must have excellent attention to detail skills and have the ability to work to tight deadlines.

Reports to: Programme Manager

Location: Central London

Hours of work: 37.5 hours per week, Monday-Friday

Salary: £27,343 - £29,017 depending on experience

Holiday: 25 days (rising to 26 days after 1 year of continuous employment and to 27 days after 2 years of continuous employment) plus 8 bank holidays

Pension: Group personal pension scheme
5% employee contribution – 6% employer contribution

About Us

Formed in 1948, Tavistock Relationships is internationally renowned as an organisation delivering and developing advanced practice, training and research in therapeutic and psycho-educational approaches to supporting couples.

We deliver professional training to the next generation of couple therapists and provide clinical services to couples and parents throughout London. We provide a range of affordable counselling and psychotherapy services which support clients experiencing challenges in their relationships, their sexual lives and their parenting.

In addition, we undertake research, service development and policy activities which encourage the development and growth of effective and innovative relationship support interventions.

Courses and Training

We provide accredited professional trainings in Counselling, Psychotherapy and Psychosexual Therapy, from introductory courses to doctoral programmes.

We also offer a full programme of CPD courses and conferences which provide opportunities for professionals to further develop their expertise.

Furthermore, we work with local and national government, the health sector, education and other voluntary organisations who commission us to develop and deliver training as well as relationship support programmes.

Counselling and Therapy Services

Our team of clinicians offer a range of affordable counselling and therapy services to support every individual, couple or parent facing relationship problems. Uniquely Tavistock Relationships is the only London based service that provides a payment sliding scale meaning that our services are accessible for all those who wish to use them.

For more information about our counselling and therapy services please visit www.tavistockrelationships.org.

Policy and Research

Tavistock Relationships undertakes service development, [policy and research](#) activities to encourage the development of effective and cutting edge relationship support services. We raise awareness of the importance of relationships to the health and well-being of our society by influencing politicians and policy-makers at the highest level.

We are committed to delivering the highest quality of service to all of our clients and to a culture of continuous improvement. [Read more](#) about how we review our services and ensure a commitment to quality.

Innovative Projects

One way we bring innovative practice into being is through our projects. These new and challenging pieces of commissioned work (often including third sector, health as well as national or local government partnerships) include specially designed clinical delivery and front line training. Details of current projects we have can be found in our [Services and Programmes page](#).

General

- Providing general project administrative support to ensure the smooth delivery of the Reducing Parental Conflict (RPC) Programme
- Accessing and updating DWP provider portal to ensure referrals and financial claims are claimed in a timely manner in line with contractual requirements
- Building relationships with delivery partners to co-ordinate the receipt of performance information in line with contract requirements

Responsibilities

This role will support the RPC team by providing administrative support to the programme. Duties to include but not limited to:

Referrals and Contract Administration

- Maintaining the two project email inboxes to ensure all referrals and correspondence are processed in accordance with departmental procedures and timescales
- Retrieving and acknowledging all DWP referrals from the provider portal and processing the referral to departmental procedures and timescales

- Ensuring that the Case Tracker and Salesforce systems are updated on a daily basis for all referrals and cases
- Confirming appointments with clients as directed by the parenting practitioners
- Providing daily information to the Programme and Deputy Programme Managers, and alerting managers to delivery challenges including any slippage against delivery timescales is addressed quickly
- Building relationships with key stakeholders, including delivery partners to ensure the allocation of new referrals (as directed by the Programme/ Deputy Programme Managers) happens smoothly and updates are received from delivery partners in line with agreed timescales
- Using the DWP provider portal to claim outcomes against work delivered. Liaising with the Finance Team to reconcile delivery partner payments
- Providing management information on contract performance, as requested
- Sending documents to DWP and Referral Gateways in accordance with service delivery procedures
- Supporting the administration of training events delivered by the RPC team, including booking venues, arranging travel, managing registrations and other event organisation;
- Organising, supporting and minuting project and programme meetings and drafting follow up logs, as required
- Liaising with external auditors and regulators, as required
- Provision, in liaison with the Senior Office and Facilities Manager, of basic technical support for project teams, for example with phones, IT, cameras and recording equipment

General Administration

- Dealing with correspondence, e-mails and telephone enquiries in a timely manner
- Responding to requests for information in a confident and professional manner, including providing information on the programme to clients and professionals
- Creating, maintaining, updating and closing confidential client records both electronically (CRM system) as well as paper files
- Making room booking arrangements, as required
- Printing and distributing client questionnaires, as required by the service
- Providing general administration, including filing, faxing, photocopying, franking post and other tasks, as required
- Working in accordance with Tavistock Relationships' strict confidentiality and Data Protection procedures

Person Specification

Essential	
Skills and Experience	Project administration and planning experience (essential)
	Excellent attention to detail (essential)
	Experience of working with external delivery partners to tight timescales (essential)
	Excellent IT literacy and experience in using different IT packages including CRM systems (ideally Salesforce experience)
	Self-motivation and the capacity to work well with others under pressure
	Excellent communication skills – verbal and in writing (essential)
	Strong interpersonal skills and the ability to represent the organisation well to outside agencies and partners
	Flexible and positive attitude
	Diary management
	Writing and drafting skills
	Capacity to understand complex programmes and projects with capacity to prioritise workload appropriately
	Excellent minuting skills
	Accurate and first rate task completion