

JOB DESCRIPTION

JOB TITLE: Voluntaryskills.com Project Assistant	
REPORTS TO: Voluntaryskills.com Project Leader	DATE: October 2009
DEPARTMENT: PNE Development	
<p>PURPOSE OF THIS POSITION:</p> <p>The voluntaryskills.com project aims to promote the skills development and career progression of individuals and develop organisations in the Third Sector.</p> <p>The role of the Project Assistant is to help carry out regular maintenance and updates of voluntaryskills.com using a content management system (CMS), liaising with training providers and service users, dealing with enquiries, carrying out research into the training needs of the sector, helping with marketing and promotional activities (including e-marketing and social networking), monitor and analyse web statistics and general administrative duties relating to the project.</p> <p>This is a 1 year fixed term contract.</p>	
<p>DIMENSIONS:</p> <ol style="list-style-type: none"> 1. Main Contacts – PNE Development team, training providers, voluntary and community organisations, local initiatives and voluntary service networks. 2. Skills / experience –Good communication skills and the ability to analyse and interpret data in a specific context. Good working knowledge of ICT and websites. Experience of marketing & promotion, and an interest in business development would be desirable. 	
<p>MAIN RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • <i>Help raise the profile of the voluntaryskills.com website to increase usage, as well as the number of training providers and training courses that are featured on the site</i> • <i>Ensure regular website updates and liaise with providers of information</i> • <i>Identify, collate and record relevant data from a range of sources and organisations</i> • <i>Help carry out and analyse research into training needs of the sector to highlight any gaps in provision and identify new opportunities for the project and PNE Development team</i> • <i>Represent voluntaryskills.com at various events and meetings</i> • <i>Review and summarise research documents and sources as required</i> • <i>Monitor use of website using Google Analytics, analyse results and consider methods of increasing traffic</i> • <i>Creating an online presence for voluntaryskills.com using online social media</i> 	

CORE AND JOB SPECIFIC COMPETENCIES (Using scale 1 - 5 where 5 is the highest level)	Level required for this role
1. Communication: Communicates clearly and concisely in the most appropriate way. Listens to others and uses appropriate questioning techniques. Communicates effectively both face to face and on the telephone. Can structure information clearly in written form. Presents information effectively and with enthusiasm. Can effectively use IT applications relevant to the job.	3
2. Interpersonal Skills: Collaborates with others to achieve a common goal. Is supportive and flexible and shows empathy and understanding. Is able to influence and persuade others and is able to give and take constructive feedback. Works as part of a small team.	3
3. Administrative Competence: Able to administer systems and documentation competently, following procedures and written/verbal instructions. Well organised and confident in organising self and resources.	3
4. Personal Effectiveness: Displays a disciplined and positive approach, persevering when faced with obstacles. Displays self-motivation, initiative and commitment, and takes responsibility and ownership for their actions. Displays self-confidence and presents them self in a professional manner.	3
5. Able to work on own initiative: Confident to ask questions and ensure understanding is in place at the beginning of the process. Can be left with complex tasks to complete to best of ability, returning for guidance only when all reasonable options have been exhausted.	4
6. ICT Ability: Confident in Microsoft Office programmes. Some aptitude for ICT is essential, as additional training in website updating will be provided.	3
7. Research Skills: Uses a variety of methods and sources to obtain relevant information. Uses appropriate systems to extract data. Is able to extrapolate data to provide predicted levels of results. Identifies and reports on emerging trends and is able to interpret the information needs of the project.	4
<p>PNE Culture</p> <p>All of PNE's staff are expected to display the following behaviour:</p> <p>'To be proactive, caring, punctual, flexible and adaptable, show respect for colleagues and clients, actively work to resolve issues and conflicts, ensure accuracy of information, provide a quality service, take responsibility for making things happen, adhere to PNE policies and procedures, make best use of available resources, find practical ways to overcome barriers and make things happen. Listen to our customers and stakeholders. Use every opportunity to promote and develop the work of the PNE group. Keep knowledge and skills updated through effective CPD. Ensure a safe and environmentally friendly workplace.'</p>	
Salary:	£11,500