

Job title: Programme Coordinator

Job family: Engagement, Learning and Entertainment

Job ref: Leave Blank

Job family definition

Roles within the Engagement, Learning and Entertainment job family focus upon the Eden experience, providing activities, learning programmes, encounters and events, which engage, inspire and entertain, thus enhancing individuals understanding, experience, skills and enjoyment.

Role purpose

The post holder will be required to provide logistics and general administrative support for the Eden Project Communities programme and team to ensure the smooth delivery of the programme outcomes. Reporting to the Community Events Manager to support event coordination and delivery and organise participants joining from across the UK, including arranging their travel and accommodation.

In addition to this deliver key support for the wider programme and team including programme meetings, raising purchase orders and maintaining financial records for spend within the programme.

Key accountabilities

1. Provide administrative support to the Eden Project Communities team to ensure the smooth running of the programme, file management, financial record keeping and management of documentation across a geographically dispersed team.
2. Provide fulfilment and distribution support for the programme including ordering and management of resources for events, packaging and fulfilment of event materials for campaigns and delegate packs for Community Camps. Manage storage and stock levels of all event materials for central and remote teams.
3. Coordinate logistics associated with participant travel and accommodation, providing welcome and joining information, booking tickets and ensuring participant costs are covered for attending Community Camps and other relevant programme events.
4. Manage phone calls, the programme email inbox, filing of paperwork and management of the online team filing, the organisation and minute-taking of meetings and all team financial processing including Purchase Orders and payments and Fairfx reconciliations.
5. Support the Community Events Manager with the set up and delivery of events on site to ensure they run smoothly and the needs of attendees are met regarding access, dietary or information requirements. Manage the administration and distribution of Eden Project Communities resources including storage and stock-taking.
6. Manage all administration for participant events including registration forms, photo permissions, evaluation forms, expenses claims and other elements required to ensure participants enjoy the event. Maintain accurate records of who has attended which events within CRM.

Demands of the role

Education & qualifications	The post holder needs a minimum of GCSE grades A-C with good levels of numeracy and literacy. Some experience of minute taking and general office administration is required.
Knowledge & skills	You will have at least 2 years' experience in a project coordination or an administrative role. Good attention to detail and a track record of meeting important deadlines is important. Experience of organizing events and an understanding of the needs of the public attending events essential. Excellent written and oral communication and IT skills.
Decision- making	The post holder will report to the Community Events Manager on a daily basis depending on need and will deliver against short term objectives where cause and effect is seen immediately. They will also support the senior Eden Communities Team with as needed with admin or coordination activities.
Resourcefulness	The post holder will work within existing processes and procedures with the occasional need for some adaptive thinking when new situations arise. A largely self-managed role working with the appropriate team members as required to deliver objectives. Ability to multi task and react to changing needs essential.
People & asset management	No line or supervisory support but reconciliation of Fairfx cards and financial admin required along with shared responsibility for team equipment including its safe storage, stock management and distribution.
Communication & visitor experience	The post holder will regularly interact with internal and external clients, speakers and participants to exchange and explain a variety of factual information through written and oral communications.
Operational environment	The post holder will mostly work within normal office hours, in an office environment in Cornwall. Occasionally at busy times and towards a deadline, they may need to work longer or more irregular hours, including evenings and weekends. There may also be the requirement to travel for key events.
Additional features	Adaptable and keen to 'muck in' as needed, organised and with an eye for detail, enthusiastic, personable and efficient.