

JOB DESCRIPTION

Job Title:	Project Administrator
Grade and Salary:	Grade A; £21,414 – £27,371 depending on skills and experience
Contract:	Fixed term (until end of March 2018)
Location:	Secretariat, London
Department:	Global Impact Department (GID) – Humanitarian Operations Team
Responsible to:	ALERT Project Manager
Relations with Others:	ALERT team; ALERT Consortium; software developers; HelpAge Country Offices and other humanitarian agencies

Blurb

The ALERT team is looking for a Project Assistant/Officer/Administrator. The main purpose of the role is to provide first tier support to users of the ALERT information management system globally. It is expected that this role will be key in helping the ALERT Team in managing the day-to-day queries and support requests coming from ALERT users through various channels. Located at the London office, the post-holder is also expected to provide support to the Monitoring, Evaluation and Learning Officer and the Project and Communications Officer with regard to various tasks related to the implementation of the project as outlined in the job description below. The Post-holder is also expected to liaise directly with software developers in order to address third tier support needs.

About the ALERT Project:

How prepared agencies are to respond to a disaster can often mean the difference between life and death for those affected. Improving preparedness means, when a disaster strikes agencies have the necessary resources for an immediate, effective, appropriate response and the individuals responsible know how to use those resources.

The ALERT Project is building an information management system on emergency preparedness and is scheduled to roll out the software to humanitarian agencies for piloting in July 2017. ALERT is one of the key innovation projects under the START Network, and is funded by the UK Department for International Development (DFID) as part of its Disaster and Emergency Preparedness Programme (DEPP) Portfolio.

Job Description

- Operate the ALERT Help Desk service and provide First Tier support to ALERT users globally (email forms, website form submissions, livechat, calls, social media channels, etc.)
- Develop user guidance documents (FAQs)

- Liaising with technical specialists and/or Software Developers for Second and Third Tier support (technical issues, bug fixes)
- Support in developing a system to track feedback and to monitor feedback regularly
- Support the analysis of trends and learning, and developing reports
- Analyse country feedback to help develop TOR for country support visits
- Support project contract management and budget monitoring
- Support donor narrative and financial reporting
- Manage social media engagement to develop and support an online user community
- Provide administrative and logistical support in coordinating and facilitating international workshops and meetings

General

- To undertake any other tasks as designated by the ALERT Project Manager and team

Skills required / Person Specification:

- Bachelor's degree level in related field (e.g. Social Sciences, Humanities)
- Research skills and experience
- Good analytical and problem solving ability
- Working knowledge of using social media platforms
- Organisational skills and attention to detail
- Good oral and written communication skills
- Good interpersonal skills
- Ability to work in a small, agile team
- Ability to travel and work internationally (up to 20%)
- Computer literate (MS Office, online tools and resources) and strong IT skills

Desirable:

- Fluency in any of the following languages: French, Spanish, Portuguese, Arabic
- Working knowledge of MS Access and/or data management tools
- Experience in front-line customer service
- Experience in supporting or using an information management system