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## JOB DETAILS

Job Title: Accreditation Programme Administrator	Salary/Grade: £24,000 pro rata (0.6 FTE)
Organisation: LimeCulture CIC	Location: To be discussed on application
Base: Mainly home based	Hours: 24 hours over 5 days 12 months contract (possibility of extension)
Report to: Operations Director	Closing Date for applications: 22 <sup>nd</sup> February 2019
Shortlisting Sift: During w/c 25 <sup>th</sup> February 2019	Interview Date: During w/c 4 <sup>th</sup> March 2019

## SUMMARY OF ROLE

The Accreditation Programmes Administrator will oversee the efficient administration of the Accreditation Programme delivered by LimeCulture CIC and support the Accreditation team by:

1. Receiving and acknowledging applications from services to join the accreditation programme, and commencing the administration processes required to enrol them on the programme.
2. Administration of the work (wave) plan, ensuring that services are allocated to waves, and that all necessary paperwork related to invoicing, terms and conditions, and application information is completed in a timely way.
3. Establish and manage bookings for all accreditation programme events and related initiatives including researching appropriate venues, ensuring all contracts are signed by a Director.
4. Issue invitations to workshops and make arrangements for members of the Accreditation Team to attend as required.



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5. Ensure that follow-up information is distributed, including presentations, evidence guides and instructions on submission of evidence.
6. To take part in case management / case load conferences with the Accreditation team, and take forward allocated actions from the same.
7. To create appropriate workspaces on our Customer Relationship Management system, and upload documents submitted by the service.
8. To manage service access to DropBox in accordance with the LimeCulture Knowledge Management Policy.
9. To make the arrangements for independent audit of provisional audit findings and ensure appropriate records are created.
10. To make arrangements for site visits including liaison with services, agendas and logistics / travel arrangements for members of the Accreditation team.
11. To ensure that site visit reports are prepared and issued, and the arrangements made for follow-up of any outstanding actions that may be required by services are completed.
12. To manage and maintain a forward-look diary to support Accreditation team with pipeline planning, and monitoring of services at appropriate points once they have been awarded a Quality Mark.
13. Sourcing suppliers and materials as needed – including details, cost comparison, and timelines
14. Answering queries from services or referring them to other members of the LimeCulture Team where appropriate
15. Collating and maintaining information about services and delegates attending workshops and events
16. Updating and distributing materials to stakeholders within agreed timescales
17. Alongside other LimeCulture administrators, holding the LimeCulture telephone line, responding to all telephone calls/messages in a timely manner and arranging transfer of the line when necessary
18. Coordinating incoming email traffic, including communication with appropriate LimeCulture personnel.
19. Carrying out additional administration duties at the request of other members of the LimeCulture Team as and when required including minuting meetings



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20. Liaising with Finance Administrator regarding invoicing and payments for services joining the programme and accreditation events
21. Supporting and assisting the Training and Development Administrator and Programmes Administrator when required



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Accreditation Programme Administrator  
Person Specification

	Essential	Desirable	Assessment
Qualifications	Good general education		CV
Experience	Experience of administrative work in a busy, diverse working environment	Experience of working in the sexual violence sector	CV
Knowledge and Skills	Communicating effectively whilst delivering on a number of competing priorities	Knowledge and understanding of the sexual violence sector and national policy	CV/ Interview
	Excellent planning and organisational skills		CV/Interview
	Excellent communication (verbal and non verbal) skills in engaging delegates, organisations and LimeCulture staff		CV/Interview
	Ability to manage time effectively		CV/Interview
	Excellent IT skills and knowledge of software programmes (eg Excel, DropBox, Windows, PowerPoint etc)	Experience of working with CRM systems	CV/Interview
	Ability to work flexibly with changing working hours		CV/Interview
	Ability to perform under pressure		CV/Interview
	Ability to work independently with limited direction or supervision		CV/Interview
	Display energy and drive and an entrepreneurial attitude to work		CV/Interview