

Job Description – Project Coordinator / IT & Office Administrator

Project: Central Office

Work Location: Aldingbourne Country Centre

Directly responsible to: COO

Overall responsible to: CEO

**General Purpose:**

This is an exciting opportunity for a detail-oriented and proactive Project Coordinator / IT & Office Administrator to support and manage key projects while maintaining the organisation's IT infrastructure. You will support the senior leadership team with key projects and ensure the efficient and effective running of the central office at the Aldingbourne Trust.

You will have experience of working with data systems and turning data into insight. You will enjoy problem-solving and thinking creatively about digital solutions.

This is a fantastic opportunity to be at the heart of innovation in a mission-driven organisation and contribute to meaningful social impact. In this role, you’ll play a key part in managing and analysing data to help shape better services, secure funding, and shine a light on the issues facing our clients.

You will also lead the way in bringing fresh digital ideas into our organisation – Being proactive in identifying, introducing and supporting tools and systems that make our work more efficient, effective, and impactful.

**Key Terms and Conditions:**

* Salary £24,783 - £29,381 per year depending on experience
* Hours of work – 35 hours per week ( Job Share Option )
* Pension: The Aldingbourne Trust offers a contributory pension scheme to qualifying staff.
* Annual leave: 25 days in each year, pro rata for part time staff. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years.
* Sick leave: After the first month’s service, 2 weeks at full pay in a rolling 12-month period (pro rata if Part Time)
* Emergency family care/ career’s leave: Up to 6 days per annum (pro rata if Part Time)

**Employee Benefits:**

* Life Assurance: 2 x your annual salary
* Employee Assistance Programme
* Bicycle voucher scheme
* Eye care vouchers
* Discounted gym membership
* 10% staff discount at Seasons Nursery (based at Aldingbourne Country Centre)
* 10% in ACC shop, ACC café, Horticulture, MAKE, and MAKE Café.
* Peer Support Groups – Menopause Support, Mental Health First Aid, and Neurodiversity
* Staff and volunteer awards
* Qualify for the national Blue Light Card discount scheme
* £200 refer a friend scheme (payable when the new person starts)

**Duties and Responsibilities:**

**Project Coordination:**

* Coordinate and track the progress of cross-functional projects to ensure timely delivery ensuring that they are time-efficient and cost-effective
* Collaborate with stakeholders to define project scope, goals, timelines, and deliverables.
* Prepare & maintain project documentation, schedules, status reports, and meeting minutes.
* Facilitate effective communication among senior leaders, team members, vendors, and departments.
* Identify risks or delays and escalate issues to the appropriate stakeholders.

**IT and Office Administration:**

* Support the maintenance and administration of network systems, servers, and end-user devices.
* Ensure data is collated, processed, and stored in accordance with Data Protection, GDPR, and internal policies.
* Manage user accounts, permissions, and access controls (Active Directory, Office 365, etc.).
* Install, configure, and troubleshoot hardware, software, and networking issues.
* Assist with cybersecurity monitoring, backups, and disaster recovery planning.
* Coordinate with external IT vendors or service providers.
* Managing and monitoring CRM systems, including databases.
* Organise and provide administration support to the senior leadership team including but not limited to; diary management, meeting preparation, expense claims, collating reports/papers, assisting in the drafting of documentation, and researching topics.
* To continually explore potential improvements and developments in our use of technology to streamline processes and maximise outcomes.
* General office administration, diary management, efficient filing systems (both digital and physical), answering the Trust phonelines, and collaborative working

**Other:**

No Job Description can be all encompassing, and you may be required to perform other duties that are not listed but that are commensurate with the post from time to time as requested.

**Person Specification:**

**Desirable**

* Qualification in information technology, Computer Science, Business Administration, or related field.
* PMP or CompTIA certifications (e.g., A+, Network+, Security+) are a plus.

**Essential**

* Proven experience in a project coordination or IT support/administration role.
* Strong organisational and multitasking skills with attention to detail
* Proficient in project management tools (e.g., Microsoft Project, Asana, Trello) and Microsoft 365 Suite and Power BI
* Experience and knowledge in cyber security systems, GDPR, dealing with confidential information
* Basic understanding of networking, systems administration, and security protocols
* Excellent verbal and written communication skills
* The ability to trust your intuition with minimal need for supervision
* Good verbal and written communication skills
* The ability to work well within a team setting
* Empathy and situational awareness