

Role description – Programme Administrator

- Hours:** Full-time (35hr week) Part-Time is negotiable
- Salary:** Band 2 - £27,898 rising to £32,096 (excluding London Weighting of £4,500 depending on location)
- Benefits:** 25 days holiday (increasing by 1 day for each year of service up to 30 days), 3 grace days, enhanced pension contribution, Employee Assistance Programme
- Location:** Home Based (flexible work location with occasional travel for meetings)

Responsible to:

This role reports to the Programme Manager and works closely with the Network Coordinator.

Responsible for:

This role has no line management responsibilities.

Purpose:

Do you believe in the power of communities working together? As an Administrator at Locality, you'll play a central role in supporting collaboration between local councils and civil society across England, helping communities thrive through stronger partnerships.

This role will provide comprehensive administrative support to a major national programme, ensuring the smooth delivery of partner support, grant administration, data management, meetings and events, and general programme operations.

Main duties and responsibilities of the Programme Administrator

1. Grant administration

- Maintaining the grant management workflow and inputting data in the Salesforce CRM across grant rounds, including tracking application status, due diligence completion, panel decisions, grant offer letters, drawdown requests, and monitoring returns
- Ensure accurate recording of pre-award due diligence checks on grant applicants, including Companies House, Charity Commission, governing documents, bank account verification, and financial accounts, in line with Locality's grant administration procedures

- Logging and filing grant documentation - applications, assessments, offer letters, grant conditions, signed agreements, monitoring returns, payment evidence, and correspondence - to maintain a complete and auditable record
- Preparing grant payment reports and liaising with the Locality Finance team to ensure payments are processed accurately and on time
- Supporting the Programme Manager in the preparation of quarterly financial expenditure reports, including reconciliation of grant drawdown and spend
- Monitoring grant reporting deadlines and following up outstanding returns from grantees, including guiding them on reporting requirements

2. Data management and CRM

- Maintaining accurate and up-to-date records across Salesforce CRM for all programme activities, including Relationship Manager progress reports, potentially chasing for their completion each month
- Supporting the Programme Manager and Relationship Managers in ensuring data entered into Salesforce is complete, consistent, and fit for reporting purposes
- Running standard Salesforce reports and dashboard extracts to support monthly programme reporting and quarterly financial reporting

3. Meeting and governance support

- Organising and servicing the delivery partner steering group meetings (in consultation with the Programme Manager), including scheduling calendars, preparing agendas, circulating papers, taking and distributing minutes, and tracking action points
- Providing similar administrative support for the Expert Advisory Panel (biannual meetings), including coordination of Panel member availability, preparation of meeting packs, venue or platform arrangements, and post-meeting follow-up
- Supporting the scheduling and logistics of Relationship Manager learning and reflection sessions, including joining instructions and notes (in consultation with the Network Coordinator)
- Managing the programme's shared filing and document management, ensuring version control and accessibility internally and with delivery partners

4. National Gathering event coordination

- Take a coordinating role in the organisation and delivery of the programme's national Gathering event (end of 2027), working under the direction of the Programme Manager. This includes: managing delegate registrations and communications; coordinating venue logistics; liaising with speakers and facilitators on practical arrangements; and supporting post-event follow-up and dissemination of outputs

5. General programme support

- Maintaining an overview of programme milestones and workstreams, flagging upcoming deadlines to the Programme Manager
- Supporting the onboarding of new delivery partner staff and Relationship Managers, including instructing how to access and use key programme systems and processes
- Supporting the organisation of smaller online peer learning sessions throughout the programme, including calendar invitations, joining links, attendance tracking, and any resource preparation
- Providing general administrative support to the Programme Manager as required
- Receiving initial enquiries to the programme, and triage as appropriate

6. General staff responsibilities

- To mainstream equality and diversity considerations into all areas of service delivery
- To work in harmony with the organisation's strategic aims and values; working with a combination of ambition, being respectful to others and fearless in approach
- To work closely with the Communications team to ensure activity is within our brand guidelines and communications strategy
- To promote and ensure compliance with the organisation's policies
- To attend and undertake regular supervisions and annual performance appraisals
- To manage and undertake training / professional development as necessary
- To work as part of a team, supporting colleagues and communicating effectively with all.
- To promote the use of technology and be self-servicing
- To work in the most resource-efficient and effective manner
- To act as an ambassador for the organisation

7. Any other duties as may be required by the Chief Executive

Person specification

Applicants must be able to demonstrate the following attributes, skills and experience:

Experience

- Experience of delivering administrative support
- Experience of supporting the organisation of regular meetings, associated papers and action tracking
- Experience supporting grant administration processes
- Experience of managing email inboxes and inbound enquiries
- Experience in a customer or client-facing role
- Experience supporting the administration of events

Skills and Knowledge

- Team-working skills (particularly where the whole team is not based in same office)
- Good communication skills (written and verbal)
- Strong customer service skills
- Highly organised, and able to prioritise work.
- Good working knowledge of Microsoft Office and Salesforce database management (or equivalent)
- Some understanding of local community organisations
- Familiarity with the Salesforce platform or equivalent CRM platform, ideally within the not-for-profit context

Core competencies

- Highly organised and efficient
- Good communicator
- Proficient user of digital technologies
- Excellent attention to detail
- Flexible and able to respond to change.
- Can do attitude.
- Effective team worker

This job description is not an exhaustive list of all the duties and responsibilities and is subject to change in accordance with the needs of Locality.