



# Recruitment Pack

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## Project Coordinator

### Key information:

Permanent

Salary - £23500 per annum

### Contact information:

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EMPLOYEE  
OWNER OF  
THE YEAR

# About Traverse

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Our vision is for an inclusive society, which delivers **better outcomes for all.**

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To achieve this, we support our clients to practice evidence based and inclusive decision making. We do this by working strategically with clients on social research, evaluation, and public engagement and consultation projects.

**We're driven by social purpose, and by employee wellbeing.**

This means we are for employee physical and mental health, for the personal and professional development of our staff and for salary. By being an exemplar employee owned business we live our values and enable every staff member to have a voice in the matters that affect them.

Our governance and management models help to get the best out of our people.

To maximise our social impact, we ask ourselves two questions when deciding where to focus our energy:

**What are the big issues transforming society?**

**Where can we make the most difference, using our skills and experience?**

**The issues we're facing:**

**Inequality** is an urgent reality of our society. We think that inclusive, person-centred practices that effect real change are needed, particularly in the health and care system where radical change is happening already.

**Climate change and the transformation to net zero** mean huge changes to our infrastructure, our utility systems, the places we live and the way we live our lives. We believe this transformation needs to be based on evidence and dialogue, to ensure collaborative solutions.

**Digital innovation** is transforming the way services are delivered and the way people interact with each other. We think that maximising the benefits of digital innovation for all means understanding the impacts across society.

As **populations change**, age, and move, we are faced with new challenges to meet the unmet aspirations of the population. Whether that's funding social care, distributing the costs of climate change, or financing social impact, this challenge must be met.

# Why join us?

Have a stake in making an impact. We are a highly successful and well-regarded employee-owned research and consultancy organisation which champions the delivery of social impact.

We're passionate about making a difference and this motivates us to deliver high quality services and outcomes for our clients.

All our staff, whether involved in direct delivery, operational support, research or part of our casual workforce, contribute to the work we do.



# Our employee benefits



Be an **employee-owner**, eligible for an annual profit share bonus



Enjoy **30 days of holiday** (on top of bank holidays)



Secure your future with our **great pension** and **free pension advice**



**Work flexibly** – part-time, at home, or to a different schedule



Sort your commute with a bicycle on our **cycle-to-work scheme**, or your train ticket on our **season ticket loan**



Support Working from Home with a monthly Work from Home Allowance



**We help you grow** by providing a range of learning and development opportunities



Rest easy with our **Group Life Assurance package** - paying up to 3x annual salary in the event of death in service



Support your new family with **enhanced maternity, paternity and adoption pay**



Stay healthy with **free fruit, eye test and annual flu-jab**



Seek support when you need it using our confidential **employee assistance** and **bereavement support** call-lines



Feel well looked after with **support from our wellbeing team** and internal **mental health first aiders**

# About the role

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We are a social research agency looking for a Project Coordinator, to help us support our project work and growing teams.

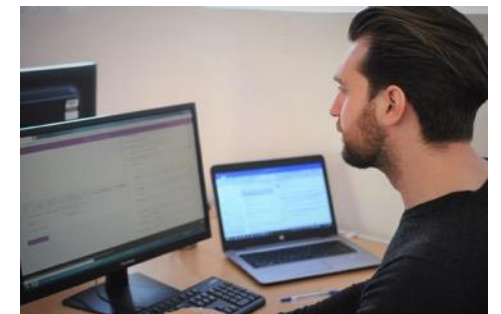
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**We're looking to recruit two Project Coordinators to join our growing team.** Working closely with service delivery teams to support the effective and efficient delivery of projects, which may include social research, evaluation, engagement, consultation.

You will provide efficient and high-quality administrative support for project delivery activities across a range of disciplines and sectors.

You will be a member of one of our 3 teams and will have the opportunity to be involved in different sectors for example; Health & Social Care, Voluntary Sector, Utilities and Local Government

Outside of the day job Traverse is an employee owned company: that means that all our staff have a real stake in the success of the business. When things go well we share the profits, and we all work together to set a strategy and make it happen.



**From your first day you'll be involved as more than just an employee and will have opportunities to shape the organisation.**

# We are looking for people who are...

## Motivated team players:

You will be a member of one of our 3 teams and will have the opportunity to be involved in different sectors for example; Health & Social Care, Voluntary Sector, Utilities and Local Government

Internally focussed you will need to build working relationships with colleagues and third party suppliers as well supervising temporary data processing staff.

## Observant with an attention to detail

You will be maintaining accurate computer records, as well as contributing towards analysis and report writing tasks. You will also manage data entry including quality assurance activities.

## Articulate Communicator

Excellent written and verbal communication skills with the ability to work with a wide range of people and to work collaboratively as part of an enthusiastic team.

## Organised and proactive:

You will be undertaking and supporting the administration and coordination of virtual and face to face meetings and events.



We are also aware that many highly capable prospective candidates nonetheless rule themselves out of work in research because they underestimate their own ability. With this in mind, we **strongly encourage applications from anyone who has the skills and experience and is prepared to learn and grow on the job** and would like to stress that **a degree is not necessary**.

# Job description

## Project Coordinator

### Summary of the role

**Working closely with service delivery teams to** support the effective and efficient delivery of projects, which may include social research, evaluation, engagement, consultation.

**Responsible to:** Development Managers and Heads of Service.

**Internal relationships:** Service delivery team members, Software Development team, Response Unit.

**External relationships:** Third party suppliers, research participants and members of the public



### Location/Environment:

- Our office location is in central London although our staff are dispersed across the UK.
- The role is based at 35 hours a week, we are fully equipped to support home working and are happy to consider part-time/flexible working.
- You may be required to travel to meetings and events around the UK.

## What does the role involve?

Provide efficient and high-quality administrative support for project delivery activities across a range of disciplines and sectors.

## Specific responsibilities of the role

- General administrative support to the service delivery team e.g. arranging and scheduling meetings, event support, preparing documents, typing up handwritten notes as required (e.g. flipcharts), transcribing audio recordings, maintaining contact databases
- Contribution towards analysis and report writing tasks
- Data entry including quality assurance activities
- Maintaining accurate computer and paper records
- Supervising temporary data processing staff
- Undertaking/supporting the administration and coordination of virtual and face to face meetings and events.
- Supervising and ensuring the quality of data processing, including liaison with third party data capture agencies
- Providing technical and administrative support to online workshops and events (via Teams / Zoom / other online platforms)

## General duties and responsibilities as an employee

- Demonstrate knowledge and awareness of all responsibilities in relation to maintaining confidentiality with both written and oral communication
- Actively conform to the legislative and procedural requirements in relation to the collection, management, storage and destruction of data;
- Follow the requirements of our Quality Standards and meet the requirements of all our ISO standards

The above list of duties and responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested and as appropriate to your role level.



## Person specification

Requirements	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of administrative work</li> <li>• Experience of working in a fast-moving environment with multiple priorities</li> <li>• Experience of recording data accurately</li> <li>• Experience of dealing with enquiries from members of the public</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of coordinating the setup of events</li> <li>• Experience of working with a data collection database</li> <li>• Experience in organising/processing large amount of paper and electronic records</li> <li>• Experience of working in a research organisation</li> </ul>
<b>Skills and aptitudes</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills.</li> <li>• Good knowledge and experience of using Microsoft Office (Word, Excel, PowerPoint) Fast and accurate typing skills</li> <li>• Exceptional attention to detail. Able to act on own initiative.</li> <li>• Have solid numerical and data skills</li> <li>• Excellent written and verbal communication skills</li> <li>• Proficient in the use of digital technologies; social media and Microsoft office applications</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of using online collaborative working tools eg Mural; Zoom; Microsoft Teams</li> </ul>
<b>Interests</b>	<ul style="list-style-type: none"> <li>• Social impact</li> <li>• Employee owned companies</li> <li>• Social research and public engagement</li> <li>• Digital technologies</li> </ul>	
<b>Personal qualities required</b>	<ul style="list-style-type: none"> <li>• Able to act on own initiative.</li> <li>• Self-motivated and good at managing time and workload in a fast-paced environment.</li> <li>• Very strong customer focus; excellent customer service and client awareness.</li> </ul>	

Requirements	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Able to work collaboratively with colleagues and to support their development.</li> <li>• Excellent interpersonal skills including empathy, sensitivity, tact and diplomacy</li> <li>• Challenges all forms of discrimination and inequality.</li> </ul>	

# More information and How to apply

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## Key information

**Role title:** Project Coordinator

**Salary:** £23500 pa plus a 7% employer pension contribution. Annual holiday entitlement is 38 days (including the usual public holidays).

**Location:** Our office location is in central London although our staff are dispersed across the UK. A full time role is 35 hours a week, we are fully equipped to support home working and are happy to talk flexible and part-time working.

**Contract:** Permanent

**Hours:** 35 hours per week

**Start Date:** ASAP

**Closing Date:** 29<sup>th</sup> November 2021 09:00am

**Assessment:** 1st – 7th December 2021

**Interviews:** 13th – 15th December 2021

## How to apply

To apply, please complete our online application form and send it to [recruitment@traverse.ltd](mailto:recruitment@traverse.ltd).

Please also complete and return the Equality and Diversity Monitoring Form via our online platform Magpie, when you submit your application:

<https://magpielanding.traverse.org.uk/surveys/TraverseEquality>

## Our commitment to diversity and inclusion

Traverse is committed to providing equal opportunities for everyone regardless of their background. We acknowledge that people from certain backgrounds are under-represented in research and we're committed to doing what we can to correct this.

We are particularly keen to receive applications from Black, Asian and minority ethnic people; people with disabilities; people who identify as being LGBTQIA; people who have a mental health condition; and people who identify as working class or have done so in the past.

## During the application process we commit to:

- Paying for childcare whilst you're at Traverse interviews where these take place in person. Paying for your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have BSL interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- Offering a guaranteed first stage interview with disabled candidates who meet the minimum requirements for the role.