



IMPROVEMENT THROUGH INVESTIGATION

Project & marketing administrator

Recruitment pack

Reporting to: Senior consultant

Hours: 35 hours

Salary: £22,000

Contract: Permanent

About Verita

Verita is a specialist consultancy that provides independent expertise to enable regulated organisations to improve their services and outcomes in the UK and overseas. We have over 15 years of experience, an extensive pool of expert advisors and the assurance of tried and tested methodologies.

We are renowned for our independence, rigour and the quality of what we deliver. We produce evidence-based work that stands up to close scrutiny and challenge. We help businesses solve problems rather than just identify them.

Our clients include government departments, regulated private sector organisations, local authorities, police forces, national and international charities, the Department of Health, NHS trusts and clinical commissioning groups.

With the goal of improving overall patient safety and quality of care, Verita is proud to have launched a new brand of healthcare technology called Eva. The first technical application within the brand, Eva Investigations, is an application for clinicians and managers in healthcare organisations to help them to investigate serious incidents.



IMPROVEMENT THROUGH INVESTIGATION

About the role

We are looking for a project & marketing administrator to work with the Verita team to provide administrative support to client work and co-ordinate our marketing efforts. This is a dual role combining involvement in our core service offerings and working with the managing director promoting the Verita and Eva brands.

Organised, articulate and comfortable with administrative systems, key IT software packages and databases, the successful candidate will also have the ability to administer complex client work requiring close attention to detail. Committed to the values of Verita, they will play a key role in driving client work and administering organisational processes. Ability to work flexibly in a small team is a must. This role offers the opportunity to be highly involved with Verita's core work with the potential to progress internally. Previous recruits to this role have gone on to more senior roles in the company, including carrying out investigations.

Job description

Project administrator

Provide project management support

- Work closely with investigators to ensure deadlines are met
- Provide updates to the in-house team and associates
- Assist in the scoping of individual pieces of work and producing project plans
- Attend project management meetings with the admin team
- Work closely with finance team on project budgets, expenses and timelines

Administration of investigations, reviews and other consultancy projects

- Provide general support across the range of consultancy / investigative work in conjunction with individual project leads

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- Liaising with clients and witnesses including organising meetings, interviews, travel and accommodation, sending transcripts and extracts of reports for comment
- Establishing and maintaining effective channels of communication with those involved in pieces of work, e.g. commissioning bodies, those under investigation and other interested parties, such as relatives
- Management of documents relevant to the inquiry or investigation
- Formatting documents, spreadsheet and presentations in corporate style; proof reading reports

Marketing and business development

- Supporting Verita's and Eva's digital marketing, working closely with managing director
 - Management of social media accounts
 - Management and creation of content including: blogs, case studies, presentations, white papers, for publication
 - Management of email marketing
 - Management of customer relations management system
- Maintaining websites on WordPress, adding and changing content
- Liaising with our external marketing company & communications lead
- Developing and maintaining business relationships
- Organising, managing and running events
- Participating in team meetings and contributing to new business activity

Office support

- Supporting the day-to-day running of the office including answering phones, meet and greet external visitors etc.
- Support for the running of training courses
- Assisting with credit control - following up invoices
- Ability to work flexibly, contributing to a small organisation in a varied role



IMPROVEMENT THROUGH INVESTIGATION

Person specification

- Interest in Verita's work
- Enthusiasm for marketing
- Attention to detail
- Good IT and communications skills
- Flexible approach
- Team work
- Sensitivity to dealing with confidential information
- Commitment to values in Verita's client pledge

How to apply

Applications should consist of three parts:

1. A completed application form (see attached)
2. A copy of your CV
3. Completed selection task

Please send the documents to Nicola Salmon at applications@verita.net

Closing date: 5.00pm, Monday 7 September 2020