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| **POST TITLE**: Administration Officer for trust central office | **GRADE** 5 Points 11-15 |
| **RESPONSIBLE TO**: EA to Chief Executive and Chief Operating Officer | |
| **DATE:** May 2022 | |

**Responsible for No direct reports**

**Key liaisons Trust Central Services team**

**Multi Academy Trust School staff and leadership teams**

**External agencies**

**Suppliers**

**Visitors**

**Hours of Work** Full time 37 hours p/w TTO + 5 inset

**Purpose of role**

To provide a professional and efficient administrative service. This role is essential to the smooth running of the trust central office. The post-holder will

* Ensure all aspects of trust office administration are undertaken in an effective, efficient, accurate and professional manner
* Deliver excellent customer service at every opportunity
* Provide a professional, efficient and proactive administrative support service for the trust central office team and other central support staff as required
* Produce quality work that meets deadlines and is accurate and professionally presented

**Duties to include:**

* To support Executive Assistants in acting as point of contact between all persons and organisations having business with the trust central office and to receive visitors on behalf of the office; organise catering and refreshments as required
* To attend and take minutes for internal meetings and external meetings as required
* To disseminate minutes as appropriate and follow up on any actions arising in timely manner
* To be a point of contact for both telephone and face to face enquiries and take messages where appropriate
* To ensure trust security arrangements are always complied with, including the issue of visitor’s badges and signing of the visitor’s book as appropriate
* Organise and prioritise work paying close attention to detail
* Update and manage Outlook and other Calendars as required
* To assist at off site events
* Support Executive Assistants in the creation of documents and presentation material utilising appropriate MS Office software
* Booking meetings and travel as required
* To write and send trust communications (incl. letters and emails) as required
* Act as gatekeeper for the general enquiries trust email account, forwarding on or responding to emails as appropriate
* To support CPLD Lead with administrative tasks
* Administer mandatory training courses for trust staff
* Record and report staff absence of the trust central teams.
* Maintain records of support staff annual leave, sickness, carers leave, maternity/paternity leave etc., and ensure that payroll and insurers are informed as required
* To maintain the stationery requirements of the office, reordering where necessary
* Maintain records for trust car sacrifice scheme
* Identify opportunities to improve efficiency / deliver a better service
* To attend training as appropriate
* Follow all trust protocols and procedures

**Structure**

COO

EA to CE/COO

Administration Officer (this role)

**Data Protection and Safeguarding**

* Work within the requirements of Data Protection at all times
* Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns
* Remain vigilant to ensure all students are protected from potential harm

**General**

* The post-holder will be expected to undertake any appropriate training provided by trust to assist them in carrying out any of the above duties.
* The post-holder will be expected to contribute to the protection of children and vulnerable adults, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
* The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
* An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are ‘protected’ for the purposes of the ‘Exceptions’ order. <https://www.gov.uk/government/collections/dbs-filtering-guidance> ‘

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

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| **Person Specification - Administration Officer** | **Essential (E) or Desirable (D)** |
| **Education** |  |
| Good standard of education including GSCE in English and Maths | **E** |
| Education to A Level standard | **D** |
| Secretarial or Administrative qualifications or certificates | **D** |
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| **Experience** |  |
| Working in a busy office environment | **E** |
| Working with young people in a learning environment | **D** |
| Working in a Front of House position | **D** |
| Working collaboratively as part of a team | **E** |
| Providing administrative support to senior management | **E** |
| Working in a business services support team | **D** |
| HR administration and/or recruitment administration | **D** |
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| **Behaviours** |  |
| Natural communicator | **E** |
| Professional and approachable | **E** |
| Confident at problem-solving | **E** |
| Confident at following through on tasks and resolving enquiries | **E** |
| Pro-active and innovative | **E** |
| Positive attitude to change | **E** |
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| **Skills** |  |
| Excellent verbal communication skills | **E** |
| Excellent written communication skills | **E** |
| Excellent planning and organisation skills | **E** |
| Ability to prioritise and multi task | **E** |
| Excellent IT skills including Outlook and MS Office | **E** |
| Experience of minute taking | **D** |
| Experience of using school IT systems e.g. SIMS | **D** |
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| **Attributes** |  |
| Committed to the Futura Learning Partnership aims | **E** |
| Committed to Equality and Diversity | **E** |
| Committed to own continuing professional development | **E** |
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| **Other** |  |
| Occasional work outside normal working hours - prior notice given | **E** |
| Good sense of humour | **E** |