



Job Description

| | |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Title | ITT & ECF Business Support Officer |
| Pay scale | Scale 5 (Newham) |
| Responsible to | ITT Partner Lead |
| Purpose | <p>The ITT & ECF Business Support Officer will:</p> <ul style="list-style-type: none">be responsible for the administration for all aspects of the Learning In Harmony Teacher Training and Early Career Framework Delivery Partner workprovide high level administrative and project support for the ITT Partner Lead and the wider ITT and ECF teamdevelop and manage administrative systems and process for all aspects of the ITT and ECF provisionprovide administrative support for Professional Tutors and Visiting Fellows |
| Special Considerations | <p>The post holder will not normally be required to work during school holidays, however, additional holiday hours may be required to meet the fluctuating needs of the ECF role and will be mutually agreed in advance.</p> <p>Working hours: 25 hours per week, Term time only (TBC) Times are flexible depending on fluctuating needs of the ITT / ECF role and will be mutually agreed in advance. There may be a requirement to work up to 5 days during school holidays.</p> |
| Job Context | <p>Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.</p> |
| Responsibilities | <ul style="list-style-type: none">• To be the first point of contact for the main telephone and mailbox, managing incoming enquiries (both routine and less routine) and assigning to the correct work area.• To be a point of contact for trainees and ECTs to support them with any administrative or technical issues e.g. access to portals.• Administer the recruitment process for ITT –including invitations to interview, scheduling interviews, making conditional and unconditional offers, review documentation and identity checks.• To provide a comprehensive administrative service, including tasks such as diary management, meeting minutes and documentation, preparation of programme resources and organisation of programme meetings, e.g. accurate creation of large volumes of links for online events. |



- To provide administration as directed on a needs-basis throughout the year, to support the full range of services provided by the Learning In Harmony ITT and ECF team.
- To provide accurate registration of participants on various programmes and official government registration portals and attend the required training.
- To record participant attendance, produce certificates, print course resources, set up training rooms and order resources for events both on and off site.
- To provide administrative support for the compliance aspects of our Initial Teacher Training Programme and the Early Career Framework.
- To provide executive PA duties to ITT Partner lead and Lead Mentor.
- To manage data and carry out data analysis under supervision of the Line Manager.
- To support the Line Manager with the financial management of the Learning In Harmony ITT and ECF. This will include raising of Purchase Orders and matching off incoming invoices for payment.
- To take a lead on the organisation and administration aspects of Learning In Harmony ITT and ECF training events including booking and liaising with venues and attendees.
- To develop and maintain customer relations, ensuring excellent service and quality delivery.
- To support in the production and distribution of newsletters and ingoing and outgoing communication to and from all stakeholders.
- To undertake such other duties, relevant to the purpose of the post and within the grading and competency of the postholder, as reasonably required from time to time.

General responsibilities

All employees are expected to:

- Undertake any training commensurate with the post.
- Show a responsible attitude to health and safety issues and have due regard for their personal safety and that of others.
- Support, uphold and contribute to the development of the school's equal rights policies and practices in respect of both employment issues and the delivery of services to the community.

The Learning in Harmony Trust reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Trust's business. This job description does not form part of the contract of employment.



Person Specification

| Attributes | Expectation | Essential | Desirable | Evidence |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|----------|
| Qualifications | A*-C GCSEs (or equivalent) in English and Maths | x | | |
| | Strong competency in IT | x | | |
| Professional Experience and Knowledge | Experience of managing a wide range of administrative functions | x | | |
| | Working with people and communicating effectively across organisations | x | | |
| | Working with databases and presenting information for a variety of purposes and audiences | x | | |
| | Experience of working under pressure and meeting deadlines | x | | |
| | Experience organising events | | x | |
| Personal aptitude, qualities and skills | Excellent writing, proofreading and editing skills, including the ability to tailor content and format to different stakeholder needs | x | | |
| | Excellent IT skills | x | | |
| | Strong data management skills | x | | |
| | Strong organisational skills with the ability to prioritise effectively | x | | |
| | Motivated and proactive approach | x | | |
| | Ability to work effectively independently and as part of a team | x | | |



| | | | | |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------|---|--|--|
| | Discretion and sensitivity | x | | |
| | Committed to a drive for improvement | x | | |
| | Approachability | x | | |
| | Confident demeanour and ability to empathise | x | | |
| | Commitment to the Nolan 7 principles of public life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership | x | | |