

Job Description & Person Specification

Operations Co-ordinator

Grade 5: £27,344 - £30,151 (pay award pending)

36 hrs 40 mins per week, full time, full year, permanent

Purpose of Post

To provide dynamic operations co-ordination & support across the functions of the teacher training business, maintaining communications & relations with stakeholders.

Reporting to

Directors/Relationship Manager

Key Tasks and Duties

Working with a wide range of partners across the East Manchester region and beyond to:

- manage effective communication & customer service - developing presence
- accurately maintain large databases
- co-ordinate promotions and events
- provide business and admin support

Responsibilities

MANAGING DATABASES

1. Collate, monitor, and maintain accurate records on appropriate databases and platforms.
2. Understand who stakeholders in the database are and their roles and how they contribute to the business.
3. Use the database to monitor the reach, follow up on activity and promote opportunities.
4. Actively monitor what the data is telling us, producing reports and work with the Relationship Manager and Directors to ensure that communications strategies are devised and adapted.
5. Monitor and check information received from stakeholders and pursue any missing data, resolving inaccuracies.

CUSTOMER SERVICE

6. Be a key point of contact for activity, managing applications, registrations and maintaining records of attendance, engagement, and evaluation.
7. Deliver excellent customer service to stakeholders, including the resolution of queries and accurate record keeping, using the Help Desk function.
8. Communicate to stakeholders, harnessing appropriate technologies to maximise potential, e.g. using Microsoft Forms to support course evaluations, records of assessment of training.

MARKETING & EVENTS

9. Market and communicate what we do, making publicity on point, using social media, event bookings systems, web updates.

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10. Work with creative marketing colleagues to ensure that communications and publications make the most of promoting the business, helping to create content, news and ideas as well as organise promotional materials for events.
11. Maintain websites, social media channels and content.
12. Organise online and face to face events.
13. Manage the administration of events and bookings for the business activity, including the communications timeline from start to finish.
14. Arrange and coordinate meetings and events, ensuring all stakeholders are kept abreast of changes.
15. Support the organisation of the training and events calendars and associated events and meetings.

BUSINESS ADMIN

16. Contribute to business admin including for example placing purchase orders, liaising with Student Loans Company, or collating eligibility information (qualification certificates etc)

STANDARD DUTIES

17. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
18. Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.
19. To uphold and promote the values and ethos of the Trust.
20. Implement and uphold all policies, procedures and codes of practice of the Trust.
21. Support the health and safety policy and be aware of the responsibility for personal health, safety and welfare and that of others reporting any hazards and actively contribute to the security of the Trust.
22. Participate fully in staff training and development opportunities, and work to continually improve own performance, sharing skills and expertise with others as required.
23. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
24. Undertake any other additional duties commensurate with the grade of the post

The job description is current at the date shown, but, in consultation with the post-holder, it may be changed to reflect or anticipate changes in the job which are commensurate with the job title and salary weighting.

Responsible to:

Directors and Relationship Manager

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

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Operations Co-ordinator	Essential / Desirable	How identified (A/I/T)
Qualifications		
Minimum of grade C in GCSE Mathematics and English Language or equivalent	E	A
Business or operational management /administration qualification	D	A
Experience		
Experience of delivering operational and or administration duties in a busy working environment	E	A / I
Experience of developing and maintaining positive working relationships with internal and external stakeholders	E	A / I
Experience of maintaining comprehensive and accurate records and retrieving information	E	A / I
Experience of delivering excellent customer service and relations, where politeness, diplomacy and sensitivity are required	E	A / I / T
Experience of organizing events, marketing and publicity	D	A / I / T
Experience of working under pressure and responding quickly to changing/ conflicting demands	D	A / I / T
Experience of working with confidential information where discretion is paramount	D	A / I / T
Skills and Abilities		
Ability to communicate confidently and professionally with a wide range of stakeholders, colleagues and members of the public	E	A / I
Self-reliance, resourcefulness and the ability to work on own initiative	E	A / I / T
IT literate and skilled in Microsoft Office Suite	E	A / T
Excellent organisational skills	E	A / I / T
Ability to analyse information and produce clear and grammatically accurate output	E	A / T
Excellent team player	E	A / I / T
Ability to work to deadlines	E	A / I / T
Knowledge of teacher training programmes	D	A/I
Ability to evaluate, assess, formulate and implement improvements to current working practices	D	A / I / T
Knowledge of creative tools, eg content management systems, Adobe etc	D	A / I
Knowledge of Equal Opportunities, Human Rights and Data Protection Legislation	D	A

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Knowledge of education legislation, guidance and legal requirements including safeguarding	D	A/I
Personal		
Support fully and with integrity the ethos of the Cranmer Education Trust	E	A / I / T
Ability to work flexibly including responding to pressure points and attend evening meetings if necessary (occasionally and by prior agreement)	D	A / I
Positive, open and friendly attitude to service improvement and delivery	E	A / I / T
High standards of personal accuracy, taking pride in work	E	A / I / T
Professional resilience	E	A / I
A willingness to attend appropriate training and development opportunities	E	A
Understanding of why safeguarding is important when working with children and young people	E	A / I

A = Application, I = Interview, T = Task