

Teaching School Hub Administration Officer

Grade 3: 36 hrs 40 mins per week, full time, full year

Purpose of Post

To carry out administrative duties and maintain relations with stakeholders for the Teaching School Hub.

Reporting to

Teaching School Hub Relationship Manager

Key Tasks and Duties

- Deliver excellent customer service to Teaching School Hub stakeholders
- Provide a comprehensive administrative service to the Teaching School Hub
- Support the Relationship Manager in resolving customer issues and ensuring that databases and records are accurate and up to date

Responsibilities

COMMUNICATIONS

1. Support the organisation of the Teaching School Hub calendar and associated events and meetings.
2. Deliver excellent customer service, representing Blue Coat School and the Cranmer Education Trust in conversations and correspondence with stakeholders, keeping enquiry channels up to date and resolving issues arising.
3. Maintain accurate and up to date records for the Teaching School Hub.
4. Build and maintain strong working relationships, both within and beyond the team.
5. Support the Strategic Director of Teacher Training and Development in outreach work and meetings.
6. Arrange and coordinate meetings and events, ensuring attendees kept abreast of changes.

BUSINESS AND FINANCE

7. Carry out basic finance operations to a high degree of accuracy, including the processing of invoices and purchase orders and ensuring due funds are received on time.
8. Monitor and encourage attendance at events to ensure income streams are maximised
9. Under the direction of senior colleagues, support all financial aspects of the Teaching School Hub in accordance with audit and internal procedures
10. Maintain accurate and up to date records relating to the Hub finances.

ADMINISTER HUB ACTIVITY

11. Be a point of contact for Hub activity, managing applications, registrations and maintaining records of attendance, engagement and evaluation.
12. Deliver excellent customer service to stakeholders, including the resolution of queries and accurate record keeping
13. Administer events and bookings for Hub activity.
14. Provide timely and accurate communication to stakeholders, harnessing appropriate technologies to maximise potential, e.g. using Microsoft Forms to support course evaluations.
15. Maintain accurate customer records of assessment and progress through relevant courses

16. Carry out checks on information received from stakeholders and pursuing any missing data and resolving inaccuracies.
17. Organise online and face to face events.

MANAGING INFORMATION, REPORTING AND MONITORING SYSTEMS

18. Support the Relationship Manager in producing reports and analysing data.
19. Collate, monitor and maintain accurate Hub records on appropriate databases and platforms.

MARKETING

20. Assist with the maintenance of the Teaching School Hub website, social media channels and content.
21. Assist in the compilation of marketing and promotional material, e.g. newsletters, leaflets, flyers.

STANDARD DUTIES

22. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
23. Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.
24. To uphold and promote the values and ethos of the Trust.
25. Implement and uphold all policies, procedures and codes of practice of the Trust.
26. Support the Health, Safety and Welfare 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 school, e.g. challenging a stranger on the premises.
27. Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, sharing skills and expertise with others as required.
28. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
29. 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:

Teaching School Hub Relationship Manager

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

Job Description & Person Specification

Teaching School Hub Administration Officer	Essential / Desirable	How identified (A/I/T)
Qualifications		
Minimum of grade C in GCSE Mathematics and English Language or equivalent	E	A
Business Management /Administration qualification	D	A
Experience		
Experience of providing customer relations support	D	A
Experience of delivering 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 delivering excellent customer service, where politeness, diplomacy and sensitivity are required	E	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
Experience of maintaining comprehensive and accurate records and retrieving information	E	A / I
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 highly 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
Ability to evaluate, assess, formulate and implement improvements to current working practices	D	A / I / T
Excellent team player	E	A/I/T
Ability to work to deadlines	E	A / I
Knowledge of teacher development programmes	D	A/I
Knowledge of Equal Opportunities, Human Rights and Data Protection Legislation	D	A
Knowledge of education legislation, guidance and legal requirements	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

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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