

Job Description

Post Title: Trust Administrator

Post Grading: Grade 3, point 5-6 (FTE £24,790-£25,183)
Actual Salary £22,492 - £22,848 per annum

Hours: 37 hours a week (8.30am to 4.30pm Monday to Thursday and 8.30am to 4pm on Fridays), 41 weeks a year

Responsible to: Chief Financial Officer (CFO)

Overall purpose of this post:

To provide high quality, professional administrative support to the Trust Central Function.

Major Objectives:

These will include, as appropriate, those that reflect the Trust's key value: "Winning Hearts, Inspiring Minds" through Collaboration, Inspiration, Diversity and Community.

1. To provide effective and efficient administrative services within the Trust Central Function, complying with relevant procedures, policies, and systems.
2. To facilitate and maintain a professional, productive and well-structured office environment, ensuring smooth day-to-day operations and supporting team efficiency.
3. To ensure accuracy and confidentiality in dealing with requests and maintaining records, ensuring compliance with GDPR.
4. To support the Trust in achieving positive and effective lines of communication with all stakeholders, supplier groups and external agencies.
5. To promote the Trust to, and raise its profile within, the local community.
6. To embrace our core values and ensure that collaborative working underpins everything we strive to achieve.

Summary of job tasks:

1. The first point of contact for all Trust visitors, either in person, on the phone or via electronic or digital communications, providing a welcoming, helpful and professional experience at all times.
2. Provide administrative support for the Executive Team and other Central Team colleagues such as photocopying, filing, scanning, completion of routine forms/templates and diary management.
3. Order office supplies, receiving deliveries of stock, checking against delivery notes and informing intended recipient of any shortages, damage etc.

4. Day to day upkeep of Trust Office facilities, including the kitchen, equipment and machinery, including coffee machine, water cooler, and electronic signing in system, ensuring stocks are purchased and replaced in a timely manner.
5. Manage Training Room bookings, ensuring the room is fit for purpose for each booking and that meeting organisers and attendees are kept informed and are supported as needed.
6. Co-ordination of onsite and offsite Trust events, training and meetings, including arranging onsite/offsite refreshments and catering, managing visitors and their requirements.
7. Fire Marshall responsibility for the Trust Offices.
8. Responsible for collection, opening and distributing of incoming post and outgoing mail, via post.
9. Provide admin support for all elements of recruitment; posting job vacancies, coordinating candidate applications, pre-employment checks, shortlisting, interviews and all associated paperwork in line with safer recruitment and policies.
10. Support with the administration elements of on-boarding of new starters including offer letters, further pre-employment checks, induction, and probation processes.
11. Provide admin support for staff professional development and retention, and the processing of leavers.
12. Monitor the info@lwlat.org.uk email inbox, either replying to or forwarding messages as appropriate.
13. Maintain a positive working relationship with Lancaster Academy staff, ensuring all parties are kept informed and are considered, as required.
14. Maintain accurate, up to date records, adhering to confidentiality and GDPR.
15. Ad-hoc support for internal meetings including minute taking.
16. Support with day to day inputting into the Trust Single Central Record, in keeping with KCSIE and Ofsted, as required.
17. Support with staff absence management administration.
18. Support with GDPR related matters such as FOI requests and SARs.
19. Support with the administration of policies and procedures.
20. Support with the streamlining of the Trust administration function, disseminating to Academy teams where appropriate.
21. Assist with the administration of the joining/conversion process for new schools/Academies into the Trust.

General

1. Based in the Trust Offices.
2. To work in a professional, discrete and confidential manner at all times.
3. To develop constructive relationships, positive and effective lines of communication with all staff, stakeholders, suppliers and external agencies.
4. To maintain competence in role by attending training as required and keeping up to date with the relevant policies, procedures, forms, etc. used across the Trust.
5. To provide support to colleagues and new staff on the use of systems and processes.
6. To perform other ad hoc duties and assignments as may be determined by the Trust Executive Team.
7. To report all concerns to an appropriate person.

Person Specification – Trust Administrator Grade 3

Ref	Criteria	E/D	App	Ref	Int
1. Qualifications and Training					
1a	A level of numeracy and literacy sufficient to carry out the duties of the post (min Grade C/Level 5 GCSE Maths & English).	E	✓		
1b	2 years administration experience in an education setting.	E	✓		
2. Professional Experience and Knowledge					
2a	Relevant experience of working in a customer facing role.	E	✓		✓
2b	Knowledge of safer recruitment and pupil safeguarding processes, including the single centre record	D	✓		✓
2c	Experience of note taking and confidential reporting	D	✓		✓
2f	High level of numeracy skills with an attention to detail.	E	✓		✓
2d	High level of IT competence including proficient use of Microsoft 365 and confidence in using a range of new IT solutions.	E	✓		✓
2e	High level of literacy and ability to write formal communications	E	✓	✓	✓
3. Equal Opportunity					
3a	Able to recognise discrimination in its many forms and willing to put equality policies into practice with knowledge of the Equality Act 2010 (Amendment) Regulations 2023.	E	✓		✓
4. Other Skills					
4a	Able to adapt to new legislation, policies and procedures	E	✓		✓
4b	Able to use own initiative to problem solve, demonstrating a willingness to embrace change	E	✓	✓	✓
4c	Able to prioritise effectively when faced with competing demands.	E	✓		✓
4d	Able to work with spreadsheets and data	D	✓		✓
4e	Able to produce clear and concise documentation	E	✓		✓
4f	Able to work collaboratively as part of a local team and within the context of the wider Trust.	E	✓	✓	✓
4g	Willingness to share knowledge and skills and support, manage relationships and motivate others.	E	✓		✓
4h	Resolves issues with service providers, external agencies, and stakeholders, in line with the responsibilities of the role.	D	✓		✓

5. Personal Qualities					
5b	Be driven to deliver exceptional customer service.	E	✓		✓
5c	Highly motivated with positive approach towards work.	E	✓	✓	✓
5d	A solution focussed individual.	E	✓		✓
5e	High level oral and written communication skills with a strong attention to detail.	E	✓	✓	✓
5f	High standards of professionalism, confidentiality & discretion.	E	✓		✓
5g	Calm and focussed under pressure.	E	✓		✓
5h	Reliable, punctual, and flexible when required.	E	✓	✓	✓
6. Other Considerations					
6a	Able to work flexibility, including some working during school holiday periods, and on occasion to work after core hours to support with meetings and training events at the Trust Offices.	E	✓		✓

E – Essential, **D** – Desirable

App – Application Form, **Ref** - Reference, **Int** - Interview