



**North East
Learning Trust**

Administrative Officer
Applicant information pack

Administrative Officer
Required as soon as possible
37 hours per week, term time only
Salary Grade 4, SCP12-SCP17
£22,183-£24,491 (FTE) – £19,071-£21,055 (Actual)

North East Learning Trust are seeking to appoint an Administrative Officer to join our team.

At North East Learning Trust our ambition is to continually improve the experiences and outcomes for all the 7,000 children across our ten schools. We look to achieve this by supporting each school we sponsor on a journey towards becoming outstanding both in the view of Ofsted and as judged by performance outcomes, enrichment opportunities and the day-to-day experiences of students as learners and of staff as our employees.

The purpose of the NELT Institute is to extend our vision for excellence beyond our schools' gates. We support the wider school system by providing professional development programmes for teachers at every stage in their career. The range and scale of our programmes has grown dramatically in recent months so we are expanding our team, which will take our core team of staff to around 15 members. Our team can be split in two: our Operations Team ensures that our programmes run smoothly, and our Impact Team design and deliver great programmes.

As Administrative Officer, you will play a central role in the next phase of our development. Specifically, you will ensure that our internal operations are effective and efficient so that we provide a consistently excellent user experience. Responsibilities include managing the applications and onboarding to our programmes, managing events, and communicating with programme participants so that they get the most from our work.

This role will be based at The Academy at Shotton Hall, Passfield Way, Peterlee, SR8 1AY.

We can offer:

- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

The successful candidate will:

- Have Maths and English at GCSE level (or equivalent).
- Have experience in an administration/operations role
- Have excellent IT skills.
- Be well organised and self-motivated.
- Have a flexible approach to work.

Deadline: Wednesday 24th November 2021 at 12pm

Interviews taking place week commencing Monday 29th November 2021

How to apply:

Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to debra.livingston@shottonhallacademy.co.uk or by post to Debra Livingston, The Academy at Shotton Hall, Passfield Way, Peterlee, SR8 1AU. Please do not submit a CV unless it is to compliment your application form.

Job description

Post title: Administrative Officer

Responsible to: NELT Institute Directors

Responsible for: Ensuring the NELT Institute runs effectively and efficiently

Salary Band: Grade 4, SCP12-SCP17

Job Purpose:

The Administrative Officer will provide support to the NELT Institute ensuring that both the Institute and their programmes run effectively and efficiently.

Duties and Responsibilities:

- Contribute to a culture of safeguarding across our work, including with the processing of Disclosure and Barring Service (DBS) checks for our initial teacher training programme.
- Develop a good understanding of the full range of our programmes, and develop more specialist knowledge as the administrative lead for a subset of our programmes.
- Lead the administrative aspects of our programmes, including:
 - Initial recruitment and marketing – ensure we communicate opportunities in a clear, compelling manner to appropriate audiences.
 - Selection processes – coordinating selection processes to ensure they are run fairly, efficiently and robustly.
 - planning – ensure that we have clear plans for the operational aspects of delivery, including booking rooms, ensuring staff are available, and printing materials.
 - participant onboarding – ensure every programme participant understands what our programmes entail, and that they complete any necessary pre-tasks.
 - event management – ensuring the smooth running of face-to-face and virtual events and troubleshooting any issues on the day
 - Monitoring attendance and engagement – systematically monitor attendance and engagement and take appropriate actions as issues arise
 - follow up and evaluation – ensure excellent inter-session communication and end of programme follow up, and that we learn lessons for how to improve our work.
- Contribute to a culture of continuous refinement of our administrative processes, and proactively identify and implement improvements.
- Provide an excellent user experience as the first point of contact for programme participants and coordinate with other colleagues in our team as appropriate.
- Liaise with our Trust's wider teams, including Finance to arrange the prompt raising and payment of invoices, Communications and Marketing, and IT.
- Collect and monitor programme data to ensure accurate, timely information is available to support decision-making across The NELT Institute.
- Support effective liaison and communication with our partners, including preparing meeting agendas and minutes, conducting research for meetings, and ensuring actions are followed up.
- Ensure effective internal communication between our different teams, and that the wider colleagues involved in programme delivery are well supported operationally.
- And any other reasonable requests.

This job description is current at the time of post and, in consultation with you, may be changed by the NELT Institute Directors to reflect or anticipate changes in the job commensurate with the grade and job title.

General

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> GCSE Maths and English (Grade 4 or above) or similar 	<ul style="list-style-type: none"> Level 3 or above qualifications Recent, relevant professional development
Experience	<ul style="list-style-type: none"> Previous experience in an administration role Using Microsoft Office programmes, particularly Word and Excel 	<ul style="list-style-type: none"> Customer service experience or working with other organisations Experience of working in a school environment Experience supporting finance processes
Aptitude and skills	<ul style="list-style-type: none"> Confident working on own initiative, creatively solving problems, and involving other colleagues as necessary Effective personal organisation, including adapting to shifting priorities and meeting deadlines Good written and verbal communication, which is adaptable to different audiences Excellent attention to detail 	<ul style="list-style-type: none"> Using Microsoft Excel to undertake intermediate analyses to develop useful insights about our work Ability to plan, Knowledge of school systems
Personal qualities	<ul style="list-style-type: none"> Excellent interpersonal skills and the ability to form and nurture professional relationships Confident adapting to changing circumstances and problem solving Ability to approach all confidential matters with discretion, sensitivity and diplomacy Act with professional integrity and ensure we act in the ultimate interests of pupils 	<ul style="list-style-type: none"> Comfortable engaging professionally with senior stakeholders

References:

References will be requested prior to interview, except for non-teaching roles, where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.