



## Business Operations Administrator

Salary / grade range	£22,366 to £23,113, 37.5 hours (full-time), permanent
Location	1 Angel Square, Manchester, M60 0AG
Reports to	Executive Support (Business Operations)

### Purpose of role:

To assist in the provision of high quality professional, flexible, proficient, and constructive administration support across the business operations area.

To provide prompt and effective information, advice and access to services provided by the Trust to other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting better working relationships with the Trust to public, external agencies and stakeholders.

To undertake such other duties, training and/or hours of work, as may be reasonably required and which are consistent with the general level of responsibility of this job, as detailed by the line manager.

### Key accountabilities (and specific duties / responsibilities):

- Will work under supervision but will also need to use own initiative, working to the priorities set by the Executive Support (Business Operations)
- Be a point of contact/field enquiries for the business operations team (COO, Project Manager, Head of Property/H&S Manager)
- To contribute to the overall ethos/work/aims of the Trust
- To engage with staff and systems in order to deliver effective business operations support and ensure compliance across the Trust.
- To participate in Trust training and other training programmes as required, and maintain personal and professional development to meet the changing demands of the post



## **Organisation**

- Dealing with routine and less routine enquiries - given the changing needs of the Trust, workloads can vary to involve less routine tasks; the post holder will be expected to undertake these, liaising with senior members of staff on more complex issues if necessary
- Contribute to the planning, review and organisation of administrative systems, procedures and policies; whilst supporting work on one off projects

## **Health and Safety**

- Parago maintenance (Trust compliance tool)
- Incident Management/Accident reporting/ 4Risk

## **Administration**

- Provide comprehensive administration service
- Diary coordination: support in coordinating diaries to arrange meetings with senior business operations staff (COO, Project Manager, Health and Safety Property Manager) involving Central Team members, Academy SLT staff, working partners and professional bodies eg auditors, contractors etc. working with diaries that often have conflicting interests.
- Meeting coordination: research and agree mutually convenient dates, set up meeting invitations/series. Coordination and circulation of associated paperwork eg agenda and documents etc.
- Meeting attendance including union meetings: draft accurate and meaningful mins/notes/actions in a timely manner; obtain approval and circulation notes and actions.
- Proficient in the use of google docs word/excel etc communicating with correct tone/method.
- Google sheets/Excel: Confidence/accuracy with data input on comprehensive spreadsheets
- Google docs/Word: research/contribute evidence and format documents for business operations staff for reports to SLT
- Ensure efficient circulation of reports/outcomes
- Arrange audit review meetings and documentation



- Support in the administration of the Trust's risk management system 4Risk

## Behaviours

- Will have contact with members of the public/other professionals, local education authorities, external providers etc which should be professional/representative of the Trust at all times.
- Develop effective relationships with fellow professionals, service providers and colleagues to improve outcomes for the Trust.
- In addition to a candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including;
  - Motivation to work with children and young people
  - Ability to form and maintain appropriate relationships and personal boundaries with children and young people
  - Emotional resilience in working with challenging behaviours
  - Attitudes to use of authority and maintaining discipline

## Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
<b>Qualifications</b> <ul style="list-style-type: none"><li>• Minimum of GCSE English and Mathematics at grade C or above (or equivalent)</li><li>• NVQ3 (or equivalent) in a relevant discipline or two years' experience in a similar field</li><li>• Willingness to participate in development and training opportunities</li></ul>		A  A/I  I



<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working as a team member in a fast-paced environment</li> <li>• Experience using Microsoft Office, Google docs and complex databases with excellent IT skills</li> <li>• Experience of working in an educational/office environment to include some development, management and operation of administrative systems</li> <li>• Provide evidence of having previously spoken fluently to customers at a senior level</li> <li>• Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g Microsoft Office (word/excel, etc)</li> <li>• Experience using educational and compliance platforms e.g. Parago/Entrust, 4Risk</li> <li>• Experience of inputting and maintaining complex spreadsheets</li> <li>• experience of engineering/building/contracting</li> </ul>		<p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>Skills, Ability, Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of working in an educational setting</li> <li>• Working knowledge of stakeholder engagement</li> <li>• Working knowledge of relevant policies/codes of practice and awareness of relevant legislation</li> <li>• Excellent Literacy and Numeracy skills <ul style="list-style-type: none"> <li>• Excellent communication skills including telephone/tone of correspondence</li> </ul> </li> </ul>		<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Have a neat and organised approach to work</li> <li>• Be willing, courteous and able to work both using own initiative and in a team</li> <li>• Respect confidentiality</li> <li>• Ability to remain calm under pressure</li> <li>• Demonstrate good co-operative, interpersonal and listening skills</li> <li>• Flexibility and willingness to accept change <ul style="list-style-type: none"> <li>• Willingness to share knowledge, expertise and experience</li> </ul> </li> </ul>		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



<ul style="list-style-type: none"><li>• Approachable, courteous and able to present a positive image of the Trust</li><li>• Maintain confidentiality in matters relating to the Trust</li><li>• Able to manage conflicting priorities and changing requirements in line with Co-operative values and principles.</li></ul>		A/I  A/I
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This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.