Business Support Administrator

Job Outline

Responsible to: Trust PA
Salary Grade: Scale 4 – 5, points 6 to 11
Full time/Part time: Full time: 37 hours per week, full year

Job Purpose

The key responsibilities of this post will be:

> To provide efficient and professional administrative support to senior management.
> To provide diary management, including managing requests, organising meetings and events.

Responsibilities

> To effectively use a variety of software packages to produce professional documents for senior management and stakeholders ensuring Trust wide consistency of branding.
> To provide diary and meeting management for a number of senior managers, including but not limited to prioritisation of appointments, responding to meeting requests, booking rooms, organising hospitality, dealing with correspondence and administration support.
> To maintain the Trust calendar showing events for all meetings across the numerous committees and schools, ensuring information is kept up to date and relevant access levels are in place.
> To prepare facilities to host events, pro-actively checking attendance numbers, facilitator requirements, refreshments and associated costs, supporting and liaising with hosts before, during and after event.
> To maintain the booking of shared facilities at TEC ensuring rooms are prepared for each booking, invoicing for resources and refreshments where appropriate.
> To act as minute-taker to meetings, including preparing the agenda, circulating papers and taking minutes; some meetings take place outside of normal working hours.
> To be responsible for the purchasing of hospitality resources, ensuring an acceptable level of supplies available.
> To be responsible for ordering refreshments for events and meetings.
> To be responsible for maintaining a list of ID Cards issued for TEC central staff, including issuing cards, organising photographs and ensuring the relevant levels of access.
> To input orders to the Trust financial software, checking goods received and updating the software on order status.
> To maintain a key holder list and liaise with the Trust PA for issues and authorisations.
> To assist the CEO and senior Officers in the event of PA's absence.
> To liaise with internal and external stakeholders and develop strong working relationships in order to understand their ways of working and adapting approaches to ensure they receive high quality support.
> To look ahead to identify busy periods and work that is likely to demand time and proactively prepare diaries and paperwork accordingly.

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- To ensure compliance with general data protection regulations.
- To answer incoming and internal telephone enquiries, directing visitors, dealing with post, photocopying and general administrative tasks including responsibility for the Sigma admin email.
- To use initiative to respond to e-mails and telephone calls from staff across the Trust schools and wider stakeholder engagement, resolve issues where possible, keeping Trust PA informed.
- To assist the Trust PA with research, benchmarking and procurement of goods and services.
- To establish and ensure maintenance of accurate filing systems including computerised files.
- To maintain, update and distribute lists and other information to all staff.
- To operate and maintain appropriate databases and spreadsheets.

General

- Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with the line manager
- Comply with the individual responsibilities, in accordance with the role, for health and safety in the workplace, including First Aider at Work.
- Ensure all duties and services provided are in accordance with the Trust's Equal Opportunities Policy.
- The Board of Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task needing to be undertaken may not be identified
- The post holder will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified within this job description.

The Board of Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task needing to be undertaken may not be identified.

The Admin Officer will be expected to comply with any reasonable request from the CEO to undertake work of a similar level that is not specified within this job description.

This job description may be amended at any time following discussion with the Trust PA and will be reviewed annually.

Business Support Administrator

Person Specification

Qualifications & Experience	Essential	Desirable
• Relevant experience working in an educational administration environment		✓
• Confidence with Microsoft Office Systems and/or Google	✓	
• Level 4 / GCSE in English or equivalent	✓	
• Level 4/GCSE in Maths or equivalent		✓
• Successful development and monitoring of administrative procedures and processes	✓	
• Proven record of excellent communication and building relationships	✓	
• Minute taking and preparation for meetings		✓
Skills & Knowledge	**Essential**	**Desirable**
• Excellent time management, organisational and administrative skills		✓
• Knowledge and understanding of current issues in the field of education		✓
• Working knowledge of relevant policies / procedures / codes of practice / legislation, including Data Protection		✓
• Excellent communication skills, including high standards of written communication, grammar and spelling		✓
• Diary management		✓
• Excellent IT skills	✓	
• Work constructively as part of a team, understanding roles and responsibilities and your own position within the organisation	✓	
• Ability to design clear and well-formatted documents	✓	
• Ability to work with tact and diplomacy and maintain confidentiality	✓	
• Thoroughness and attention to detail	✓	
• Ability to work under pressure to prioritise and meet deadlines	✓	
• Ability to establish strong relationships with all stakeholders		✓
• Initiative and ability to work without direct supervision, taking responsibility for tasks, prioritising and scheduling your own work		✓
• Willingness to develop professionally, maintain up to date knowledge relevant to the role and attend courses as required	✓	
• Experience of dealing with simultaneous and often conflicting demands from more than one person.		✓
Personal	**Essential**	**Desirable**
• High expectations of self and others	✓	
• The ability to work to tight deadlines and under pressure	✓	
• A team player who is willing to go beyond their own responsibilities to help others at busy times	✓	
• Present a smart appearance	✓	
• Ability to ensure confidentiality	✓	
• An approachable manner	✓	
• Self-motivated and able to take the initiative	✓	
• Sense of humour	✓	

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