

JOB TITLE **Emporium Administration Officer**

Service: Early Years and Childcare Service

Salary: TEP 5

Reporting to: Emporium Manager

Purpose of Role:

The post holder supports the service by providing efficient administration and organisation, using initiative to prioritise own workload and deliver the deadlines

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

1. To take responsibility for the day to day administration and management of internal systems of Emporium
2. To ensure high standards of communication and customer care in all areas of work and present a positive image to promote the service, receiving visitors and communication, both face to face and electronic communication.
3. Manage the membership subscription process including the spreadsheet and produce accurate reports as required.
4. Ensure communications, both verbal and electronic are dealt with appropriately and promptly, escalating as required.
5. Produce financial systems, such as invoices, i-procurement and maintain accurate financial spreadsheets and inventories to support the business management of the service.
6. Contribute to TEPs value of money agenda to support business efficiently and service growth.
7. As part of the wider team contribute to the promotion and marketing of Emporium at training/conferences/meetings/events to increase take up of membership.

Annex B: Person Specification Emporium Administration Officer

The following outlines the minimum criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	MINIMUM
QUALIFICATIONS <i>(if essential)</i>	<ul style="list-style-type: none"> GCSE 'C' grade in Maths, English and Science or equivalent
EXPERIENCE	<ul style="list-style-type: none"> Experience of maintaining computerised data Front line customer service operation
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Proven skills and expertise in business administration Excellent ICT skills, particularly Microsoft applications, including Word and Excel Ability to travel to meet the requirements of the service Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety Commitment to equalities and the promotion of diversity in all aspects of working Awareness of Data Protection and confidentiality issues
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of the Early Years and Childcare Sector Awareness of Data Protection and confidentiality issues Knowledge of TEP's i-procurement systems
BEHAVIOURS	<p>All leadership competencies apply, with behaviours shown below being of particular relevance:</p> <p>Truth and judgement</p> <ul style="list-style-type: none"> Stay grounded, speak honestly Open to new ideas Welcome challenge on how you do things <p>Conversation and compassion</p> <ul style="list-style-type: none"> Encourage free flowing conversation Be sensitive to someone's needs...accepting differences Politeness when dealing with others – check for mutual understanding

	<p>Empowerment and enterprise</p> <ul style="list-style-type: none">• Recognise initiative, be creative, share ideas• Have a 'can do' attitude, be positive <p>People and partnership</p> <ul style="list-style-type: none">• Keep communication open
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Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.