

The Education People Centre Co-ordinator

February 2023

Service: Early Years and Childcare (EYC)

Salary: TEP 6

Reporting to: Sustainability Outreach Officer

Purpose of Role:

To be responsible for the day-to-day running of Aldington Eco Centre which provides high quality training and meeting facilities to The Education People, Kent County Council and external customers.

To be confident as a lone worker and an active member of the Education for Sustainable Development Team, supporting projects and initiatives as appropriate.

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.

Centre Co-ordinator

Annex A: Main duties and responsibilities:

1. Provide first point of contact to a variety of service users by telephone, email and face-to-face, ensuring customers are assisted appropriately with diplomacy and discretion to provide a professional and friendly service.
2. Be responsible for dealing with room bookings, sending confirmations and estimates to customers, and keeping the electronic diary up to date for the centre.
3. Prepare training rooms in advance of events being responsive to customer needs, from room layout to equipment provision.
4. Offer continued support to clients to assist them with the use of Smart screens and operation of IT equipment resolving queries as appropriate and necessary.
5. Set up and replenish refreshment stations throughout the day ensuring these are clean and well presented. Liaise with caterers to order lunches ensuring specific dietary requirements are met. Lay out and clear refreshments and/or lunches to meet both customer requirements and Food Safety regulations.
6. Carry out cleaning duties in all areas of the centre adhering to the daily and weekly cleaning schedules.
7. Undertake responsibility for opening and closing of the centre, adhering to security policies and procedures.
8. Monitor and reorder office, cleaning and catering supplies using TEP procurement systems and a purchase card. Complete a transaction log and reconcile purchase card account monthly within an agreed budget.
9. Contribute to the ongoing development of the centre through publicity, promotional materials and events to encourage new customers, expansion of services and maximising income opportunities.
10. Support the Sustainability Outreach Officer to meet all ISO 14001 Environmental Management requirements, carrying out regular fire drills, testing of equipment and organising repairs or replacements as necessary.

11. Travel to Aylesham Business Hub to carry out the co-ordinator duties as outlined above when required to maximise bookings.
12. Undertaking any such further reasonable duties as may be required by the Line Manager.

Annex B: Person Specification

	MINIMUM
QUALIFICATIONS <i>(if essential)</i>	<ul style="list-style-type: none"> • Grade 'C' GCSE in English and Mathematics or equivalent. • Hold a current certificate in Food Hygiene, Fire Safety Awareness, Moving and Handling and First Aid or a willingness to undertake.
EXPERIENCE	<ul style="list-style-type: none"> • Experience working in a customer care environment. • Competent in using MS Office applications – Outlook, Excel and PowerPoint.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbally. • Ability to work on own initiative including prioritising workloads and time management. • Effective organisational skills. • Proficient IT skills to resolve issues as and when they arise. • A Full UK Driving Licence with use of a car to travel daily to meet the requirements of the role – we are committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability. • A commitment to work flexibly within the Education for Sustainable Development Team.
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of Data Protection and confidentiality. • Awareness and compliance with equality and diversity policies, procedures and legislation. • Awareness of Health & Safety policies and knowledge of risk assessments.
BEHAVIOURS	<ul style="list-style-type: none"> • Able to work with and be sensitive to needs of a range of client groups. • Speak and act professionally and maintain confidentiality. • Able to work as part of a team which would involve lone working at times. • Be customer focused when dealing with all levels of staff. • Good interpersonal skills when dealing with others.

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.