



The Education People

Senior Administration Officer

December 2021

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| Service: | EP - ESD - Education Safeguarding |
| Salary: | TEP 6 |
| Reporting to: | Education Safeguarding Support Officer |

Purpose of Role:

- To provide extensive administrative support to senior safeguarding professionals and to ensure the smooth running of the service.
- To ensure an efficient communication network with clients and customers and within the service.
- To ensure all support functions are effectively carried out.

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:

- Provide a comprehensive administrative support service and take a proactive role in relation to its day to day functioning.
 - Act as the main point of contact, assessing the nature of telephone calls, referring them to the appropriate person in order to ensure that staff, service users and members of the public who make contact are dealt with efficiently and consistently.
 - Support the day to day administrative functions of the service to include monitoring of e-mails, telephone calls, diary management and stationery ordering in order to facilitate the smooth running of the service.
 - Arrange and coordinate appointments, meetings and training on behalf of the service, including providing the relevant documentation and tools for meetings and training sessions.
 - Update, modify and retrieve data as required, assisting with the preparation of reports, to meet information needs in order to provide accurate and reliable information on which management decisions can be made.
 - Maintain all office systems, adhering to GDPR requirements.
 - Take a proactive approach in supporting and encouraging the service in environmentally friendly working.
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Annex B: Person Specification

The following outlines the criteria for this post.

Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

| | CRITERIA |
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| QUALIFICATIONS <i>(if essential)</i> | <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent IT skills with a comprehensive working knowledge of Microsoft Office packages particularly Outlook, Word, Excel and PowerPoint. • NVQ Level 2 Business Administration (or high level of operational experience) |
| EXPERIENCE | <ul style="list-style-type: none"> • Proven experience as a Senior Administration Officer • Knowledge of office management systems and procedures • Excellent time management skills and the ability to prioritise work • Strong organisational skills with the ability to multi-task |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Ability to prioritise work to meet required deadlines. • Excellent interpersonal and communication skills • Must be able to communicate effectively at all levels and understand the confidential and sensitive nature of the information dealt with in relation to safeguarding children • Minute taking • Ability to work independently on own initiative and as part of a team • Diary management |
| KNOWLEDGE | <ul style="list-style-type: none"> • Excellent knowledge of Outlook, Word, Excel and PowerPoint. • Knowledge of remote working tools would be advantageous e.g. Zoom, MS Teams, etc |

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.

