

## The Education People

### Team Leader

Date: July 2021

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**Service:** Professional Development

**Salary:** TEP 7

**Reporting to:** Online Learning and Development Manager

#### **Purpose of Role:**

To lead the administrative support team for The Education People ensuring processes and procedures are accurate, timely and provide the best customer experience.

**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:**

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1. Lead and supervise the training team and be responsible for quality assuring the support offered to schools and services by the training team.
2. Administer courses through the LMS and in addition review the accuracy of all course information including costings prior to publication.
3. Receive and manage any queries/complaints from TEP services and schools in a professional manner.
4. To Work closely with the central finance team providing reports to the Director of Finance and the Finance Manager on request.
5. Review venues regularly and negotiate the best rate and terms possible for training run by The Education People.
6. Provide support for colleagues in the training team ensuring workloads are distributed fairly and reviewed on a regular basis.
7. Closely follow weekly/monthly finance procedures to ensure reporting deadlines are met.
8. Use of company ICT systems to communicate effectively to both internal and external customers. Maintain an electronic filing system whilst abiding by information Governance and Data Protection policies.

## Annex B: Person Specification

	MINIMUM
<b>QUALIFICATIONS</b> <i>(if essential)</i>	<ul style="list-style-type: none"> <li>Educated to NVQ level 3 or equivalent</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Using software packages to manage business processes.</li> <li>Have experience of supporting and training others</li> <li>Liaising with schools and managers</li> <li>Effective use of a learning management system</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Good interpersonal communication skills</li> <li>Computer literacy – able to produce a wide range of documents and reports</li> <li>Ability to organise and prioritise workload to achieve deadlines</li> <li>Literacy and numeracy skills</li> <li>Problem solve and work well under pressure.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Knowledge of Microsoft office</li> <li>Knowledge of the services provided by the team and the organisation</li> <li>Knowledge of the Company's policies and mandatory training</li> </ul>
<b>BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>People First – ability to cooperate with colleagues and partners to achieve common goals and be an approachable and considerate member of the team.</li> <li>Excellence – take steps to provide a high quality service that produce lasting outcomes.</li> <li>Conversation and compassion – encourage free-flowing conversation, politeness when dealing with others – whatever level, check for mutual understanding and listen carefully and act on what is being said – use clear language.</li> </ul>

## Annex C: Company Values and Expectations

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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.