

Role Description

JOB ROLE: Administration Officer

Date: June 2022

Service: Primary School Improvement

Salary: TEP 5

Reporting to: School Improvement Support Officer

Purpose of Role:

This role is to provide an administrative/clerical support service to the standards and school improvement team, to assist in the smooth running of the service and taking a proactive role in relation to its day to day functioning.

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. Act as a point of contact for the Unit/section, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, and receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
2. Develop, maintain and monitor all office systems, including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
3. Support the day to day clerical and administrative functions of the team/service, in addition to the monitoring of emails and telephone messages for appropriate team members, producing and preparing materials and resources, stationery ordering (using appropriate systems), invoice processing as appropriate and using in-house systems, in order to facilitate the smooth running of the team.
4. Arrange and coordinate appointments and meetings, recording bookings using relevant room booking systems as appropriate, on behalf of the line manager and other staff within the Unit, including large gatherings such as seminars involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
5. Use iProc online ordering system for all purchases in line with KCC and TEP protocols.
6. Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council's Green Agenda, eg, double-sided photocopying, switching off consoles and lights etc.

Annex B: Person Specification

	MINIMUM
QUALIFICATIONS <i>(if essential)</i>	Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required or Proven equivalent experience
EXPERIENCE	<ul style="list-style-type: none"> • Office administration experience • Experience within the education sector • Mentoring other staff • Touch typing/copy typing from electronic and handwritten notes and documents, etc • Working with and manipulating data/ spreadsheets, eg filtering, sorting, etc • Working through a central mailbox system • Experience of drafting correspondence
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Literacy and numeracy skills • Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows, Microsoft Office Word, Excel, PowerPoint and Outlook calendar • Good keyboard skills • Interpersonal, organisational and administrative skills • Ability to organise and prioritise workload to achieve deadlines and to work within agreed timescales • Ability to investigate complex queries and anomalies when required • Ability to take accurate notes and minutes of meetings on occasions
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent knowledge of office systems and processes • Awareness of Data Protection, Freedom of Information protocols and confidentiality issues • Well-developed technical skills – ie computer and finance • Good communication and practical skills
BEHAVIOURS	<ul style="list-style-type: none"> • People & Partnerships – ability to cooperate with colleagues and partners to achieve common goals, and be an approachable and considerate member of the team • Outcomes and Delivery – be clear on what has got to be achieved, share knowledge of best practice, learning from things that have not worked so well and look for opportunities to deliver services and developments through joint working. • 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.

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.