

Stronger Practice Hub (SPH) Programme Support Officer

Service	Early Years and Childcare
Salary	TEP6
Reporting to	Partnership & Integration Manager

Job purpose:

To provide a comprehensive administrative and financial support service to the Stronger Practice Hub Practice Lead, the Stronger Practice Hub Project Manager and the wider Hub Team to assist in the smooth running and management of the Stronger Practice Hub.

Please note: This job description is provided to assist the job holder to know what their 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 accountabilities:

1. Devise, oversee and review a range of administrative tracking systems, including databases and filing and record keeping systems, diarising and supporting submission of key documents to National Children's Bureau (NCB) and the Department for Education (DfE), monitoring correspondence, complaints, training and other activities undertaken by the Hub to ensure that progress is maintained, all relevant action is taken as necessary, systems are adapted to improve effectiveness and that Company Policies and data protection legislation are followed.
2. Process, maintain and monitor financial records relating to expenditure and income, including the preparation of monthly forecast and actual spend reports for the NCB and DfE, the processing of invoices for payment, processing charges, identifying and investigating anomalies and proposing solutions on behalf of the line manager, in order to ensure that financial information and procedures relating to the team are accurate, up to date and in accordance with finance regulations and Directorate procedures.
3. Support the Practice Lead in the activities of the Hub including the management of the Hub's mailbox, responding to and passing on communications as appropriate, supporting the compilation and distribution of newsletters, supporting the organisation, monitoring and evaluation of training delivery and supporting the use of social media platforms.
4. Plan, organise and coordinate external meetings/large events (both face to face and virtual), including network meetings and conferences involving external agencies and speakers, preparing itineraries, and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
5. Support the Project Manager in the upkeep of project plans, the administrative aspect of steering meetings including minute taking and production of reports.
6. Research, coordinate and analyse data within defined parameters, chasing individual responses from Partners and the Hub Team relating to specific issues on behalf of the Practice Lead and Project Manager, to ensure that any reports are prepared and submitted within agreed timescales.

Annex B: Person Specification

	MINIMUM
Qualifications	<ul style="list-style-type: none"> Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent Willingness to work towards NVQ3 if required
Experience	<ul style="list-style-type: none"> Experience of providing high level business support Experience of drafting reports and correspondence
Skills and Abilities	<ul style="list-style-type: none"> A good level of literacy including report-writing skills and ability to draft correspondence Excellent interpersonal and organisational skills when dealing with all levels of staff, providers and external contacts. The ability to provide high-quality customer service Excellent computer literacy with the ability to produce a range of documents and reports, including non-standard reports, using Windows Word, Excel spreadsheet and database functions and PowerPoint presentations. Ability to adapt easily to different web-based systems Ability to undertake research and analyse data Ability to diarise and manage time and workload to achieve a range of deadlines and to balance constantly changing priorities Ability to work within a climate of change Ability to take a proactive approach Ability to investigate complex queries and anomalies when required Ability to take accurate notes and minutes of meetings and to follow up as required A good level of numeracy Ability to process simple financial documents Ability to oversee the administration of financial systems Ability to travel countywide as and when necessary is essential
Knowledge	<ul style="list-style-type: none"> Knowledge of the early years and childcare sector is desirable Knowledge of a range of IT systems Familiarity with social media in the workplace Awareness of Data Protection and confidentiality issues Staff will be expected to have an awareness of and work within national legislation and policies and procedures relating to health and safety
Personal Qualities	<ul style="list-style-type: none"> 'Can do' attitude Enthusiastic about learning new skills Customer-friendly nature with a tactful, professional, and flexible approach

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.