



Post Information Job Title: Senior Administrative Officer

Contract Type: Part-time, 18 hrs per week (+ over time if/when required). **Maternity Cover** with opportunities to stay in post.

Contract Start Date: w/c 29th June 2023

Wage: Discussed during interview and dependent on experience.

Closing Date: 2nd May 2023

Interview Date: w/c 8th May 2023 and w/c 15th May 2023

Contact: admin@leadeducation.co.uk – for further information regarding this post. Please ensure you send a CV to apply.

An exciting opportunity has developed within LEAD Education Ltd. We are looking for a Senior Administrative Officer to join our team and support this growing education and training provider.

A successful Senior Administrative Officer will act as the point of contact for all employees and clients (including education partners, parents/carers and students) providing administrative support and managing their queries. Ultimately, you should be able to ensure our administrative and compliance activities run smoothly on a daily basis across our education programmes.

The nature of this post will require flexibility to meet work needs as they arise. This may entail some work outside normal office hours. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion and subject to the needs of the business (and in keeping with the general profile of the post).

Main purpose of the role: -

- Enable the CEO and Director of Education Programmes to deliver integrated, customer focused services which improve overall business outcomes for new and existing clients.
- Working co-operatively, as part of a team to provide efficient and effective secretarial and administrative support to staff based in specialist directorate teams who may not work from one office
- Proactively liaise with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover, and help prevent excessive workload peaks.

What you'll get in return: LEAD Education guarantees to support staff with CPD, progression opportunities and career development. We strive to maintain a positive, professional, and welcoming team environment, demonstrating impeccable communication throughout the workforce. LEAD Education supports its employees' views, ideas and is open to strategic change to benefit the company. You will have opportunities for a flexible working diary, you will work from home, however, will be required to travel to LEAD learning sites (when required). You will work with some of the most talented industry professionals in the UK and support the next generation of young people in education. We take incredible pride in the ethos and culture we have developed

here at LEAD and if you are successful in your application, we will ensure you feel part of this exciting period of growth.

Main duties of the role: -

- Act as a first point of contact for the business, including enquiries which may be regarding education programme information, advice & guidance, student applications, general service enquiries, complaints, finance, recruitment, student issues and open events.
- Assess the nature and urgency of calls/emails and respond or refer to Director
- Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying and distributing information as necessary
- Look up information to answer complex queries, including requests for statistical information from internal and external customers. This could involve using the internet as well as internal systems (Office365, Pro Monitor etc).
- Produce a range of documents including letters/emails and presentations to a good standard by the required deadline
- Collect, process and input data into internal systems and databases ensuring accuracy and security of data and compliance with statutory requirements
- Maintain diaries, appointment systems, scheduling and arranging meetings including managing bring forward systems on a daily basis.
- Organise meetings and statutory events (e.g. Conferences), ensuring that appointments are realistically planned with regard to timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event
- Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Operational Staff and Managers to ensure that relevant updates and reviews take place in a timely fashion
- Develop and maintain up to date information about the business including on the internet and external publications (e.g. Education updates, funding updates etc)
- Undertake general clerical and administrative tasks to support the business as required (e.g. post processes, photocopying, scanning) Financial support e.g. sending/'chasing' invoices
- Process financial tasks within the team including e-procurement, receipting of goods
- Supporting recruitment events, induction process, career/open events
- Providing cover for colleagues during periods of annual leave and absence from the office
- Applying your knowledge and feedback from others to contribute to service improvement
- Attending and participating in meetings as required to support the needs of the business including taking a lead role as 'champion' for business processes, systems or development areas
- Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment
- Assist Senior Managers in ensuring the health, safety and welfare of staff and visitors
- Ensure that all duties and services are provided in accordance with business standards, policies and procedures
- Develop, monitor and update business policies and procedures if/when required
- Understand the core business of the directorate and contribute to its development

- Develop the necessary skills and knowledge to be flexible in support of the development of the Directorate and the wider organisation
- Use specialist knowledge including knowledge of external agencies and current partners to respond to client and colleague enquiries and requests for information using specialist knowledge of the service area
- Assist the Director of Education Programmes in monitoring the quality assurance of education programmes (e.g., student attendance, learner grades and destinations)
- Support the application and enrolment processes within LEAD learning sites (from home)
- Support staff compliance within learning sites, ensuring all staff have appropriate DBS', CVs and mandatory training on file.
- Assist education study programmes by monitoring student attendance and identifying learners who are or may become 'at risk'
- Liaise with the GCSE and functional skills teams, identifying learners who require re-sit classes and support monitoring attendance.
- Record, support and monitor all Safeguarding issues.
- Liaise with the SEND team for learners requiring additional learning support.
- Maintain regular contact with existing clients and education partners, request updates, support with general day-to-day issues.
- Develop new relationships with potential education partners (e.g. organise student career evenings in schools, showcase course prospectus', capture learner details etc)

Requirements for the role

- English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability experience
- Proven front line service experience
- Proven ability to work effectively to deadlines
- Experience and regular use of Microsoft Office applications and the Internet including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level
- Experience of handling data and statistics
- Information research, retrieval and collation using the internet
- Ability to communicate complex issues effectively by telephone, in writing, by email and in person
- Ability to handle challenging and sometimes emotional situations
- Methodical and organised approach to tasks, with an eye for detail
- Ability to work calmly under pressure prioritising competing demands effectively
- Use initiative, solve problems
- Be flexible and have the ability to handle change
- Ability to produce accurate summaries of meetings, events and conversations
- Ability to attend work regularly and on time
- Provide good customer service with a drive for continuous improvement
- Commitment to continuous personal development
- Ability to work alone, as well as working co-operatively as a team member
- Able to deal with work of a confidential nature
- Satisfactory enhanced Criminal Records Bureau disclosure (where required)
- Complete Safeguarding, Equal Opportunities, Disability and Equality and Prevent training

Essential Skills: -

- Great verbal and written communication skills
- Flexible working hours
- Impeccable customer service skills
- Highly organised
- Detail orientated
- Ability to anticipate needs and prioritise tasks
- Ability to complete essential personal assistant tasks e.g. at times, being the main point of contact for the business, manage diaries, complete reports etc
- A passion for education and the development of the business
- Enhanced DBS (this can be acquired at LEAD Education on successful appointment of role).

Desirable Skills: -

- Knowledge of the public and private education sectors
- Two years proven administrative experience preferably in the education and training sector
- Funding application experience
- Recruitment and/or career advice experience
- SEND experience.
- Safeguarding processes and procedures experience
- Social media, marketing experience
- Business development experience
- Have a driving license.

APPENDIX

More information regarding the detailed roles and responsibilities

Managing the enrolment process across all learning site:

1. Communicating with sites to ensure their learner registration document (LRD) is completed fully with all student and parent details.
2. Collating GCSE transcripts
3. Collating student headshots for Student ID cards
4. Support students with bursary applications (send out information and bursary contact details to all sites)
5. On LRD ensure GCSE Math's and English and FS results are evidenced so they are enrolled to do resist classes if needed.
6. Responding to parent's questions & Queries

Managing staff compliance at all learning sites:

1. Work with LEAD and education partners to process DBS applications.
2. Use the GOV website to carry out yearly DBS checks on the update service.
3. Send mandatory training links to all staff working on the study programme. Learning sites to store them in individual staff folders.

4. Collate Up to date CV in staff files
5. Collate Photo ID for a staff lanyards.
6. Communicate with Staff to complete CPD training & other systems training when needed throughout the year.
7. Complete programme manager checklists all relating to compliance, and health & safety etc.

Study programme

1. Arrange Math's and English sessions for all learning sites who have students needing to resit at each learning site.
2. Notify learning sites of mock papers. There will be a paper 1 before Christmas and in the new year paper 2. Provide learning staff will information and details.
3. Organise November and Summer RESIT exams for each learning site. Also arrange transport if required to exam centres.
4. Work alongside our education partners who provide careers advice for the students. Send the information and support to learning sites to share with their students.
5. Monitor registers on our system, ensure registers are kept up to date daily and poor attendance is managed with student/tutor and parents.

Safeguarding officer

1. Attend safeguarding training.
2. Be familiar with our safeguarding processes and systems (e.g. my concern)
3. Arrange meetings to liaise with professionals and families when needed.
4. Support tutors and students if there are any concerns or incidents.

SEND Support

1. Collate SEND information during enrolment. (must be included on the students application)
2. Liaise with SEND officer to ensure support is put in place once the student is enrolled.
3. Collate any medical or health documents from parents to send to us as proof in order for us to support.
4. Arrange meetings with learning sites, SEND Support, student, and parents to discuss support plans.
5. Termly review with Tutor and student to ensure they are being fully supported.