

JOB SPECIFICATION
Administrator – People Directorate

Reports To : People Services Team Leader **Accountable to:** Chief People & OD Officer

Why	Job Summary The post-holder will provide effective and timely administrative support to the Trust 's Apprenticeship scheme and Learning Alliance function, within the wider People Directorate.	
What	Main Responsibilities <ul style="list-style-type: none">Administration of the Trust's Apprenticeship workstream, including the Trust's Levy account, liaising with apprenticeship providers, updating the Apprenticeship Service database and the Trust's tracker.Track the progress of the Trust's apprentices, trainee teachers and Early Career Teachers (ECT 's) by collecting, collating and logging their termly assessment reports.Provide event management and administrative support to the Trust's Learning Alliance, ensuring the smooth and effective functioning of CPD sessions and conferences.Follow processes for checking and verifying information. Maintain records, databases and documents accurately and to deadlines, ensuring all statutory requirements and internal quality assurance standards are met.Build and maintain an active positive presence on the Directorate's social media platforms and other communications channels to engage with a range of target audiences both internally and externally. (i.e., LinkedIn, Twitter, GAT website, Microsoft Teams, SharePoint).Assist in the production of creative and engaging marketing materials to promote Apprenticeships and Learning Alliance events and opportunities.Liaise with a range of stakeholders including apprentices, employees, colleagues, training providers, line managers, suppliers and partner organisations. Deliver excellent customer care; respond to enquiries and escalate issues as required.Produce accurate correspondence using approved standard templates.Liaise with other team members to co-ordinate tasks and workloads, adjust and flex to accommodate priorities.Use of various software and systems e.g. MyPeople (Access), Word, Excel, Outlook, Microsoft Teams, SharePoint, Canva or any other software that is allocated.Ensure that confidentiality and data protection is not breached.Any other duties as deemed appropriate to the level of the post.	
How	<u>Competencies</u>	<u>Personal Attributes</u> (level expected when job is conducted to the required standard)
	Framework <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Supports others to apply the Trust's ethos.
		Gains and maintains knowledge of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of children and young people .
		Participates in Health & Safety working teams.
		Encourages individual and collective responsibility.
		Participates in a whole department initiatives.
	Development <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Take s responsibility for cascading to the department up to date knowledge and information about relevant areas .
		Embeds practices to ensure highly effective professional contribution across the department.
		Gives and receives effective feedback and acts to improve personal performance.
	Leading <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Has a basic understanding of supervision and business principles.
		Consults widely and may provide direction to achieve results
		Understands the impact and implications of projects/activities on own or others areas of the organisation.
		Fosters positive and productive relationships across the team in order to deliver
	Task Management <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Sets short term tasks (daily, weekly).
		Contributes to plans for change .
		Develops own effectiveness in role, adapting to changing priorities.
	Communication	Ensures communication has met its purpose.

	<i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Demonstrates the Trust's ethos and adopts high standards of behaviour in their role.	
	Problem Solving/Decision Making <i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	Creatively focuses upon solving the problem using different techniques/ experience from other areas.	
		Able to propose changes and ideas to the wider team, to influence outcomes.	
		Participates effectively as a member of a team, fostering positive relationships.	
		Efficient and methodical, monitors and attends to detail; checks for errors.	
Context	Interfaces	Internal/External	Seeks opportunities to collaborate with other professionals beyond the Academies and across the Trust.
		Financial impact/budget	Ensures resources are affordable and available to achieve improvement plans and stated strategic objectives.
		English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfill all spoken aspects of the role through the medium of spoken English.
	Scope	People (directly/indirectly manage)	Act as a role model, promoting consistently high expectations of behaviour in a professional and courteous manner.
	Education, Qualifications and Experience (EQE)	Essential: <ul style="list-style-type: none"> Educated to GCSE grade C/4 standard (or equivalent) in English and Mathematics. Recent experience in an administrative setting. Experience of using Microsoft office packages such as Excel, Word and Teams, as well as social media platforms. Passion for delivering great customer care. Excellent organisational skills with the ability to plan ahead and deal with multiple priorities. Excellent attention to detail, matched with strong communication skills. 'Can do' attitude, with a proactive outlook to problem solving. Adaptable and flexible at prioritising tasks. Desirable: <ul style="list-style-type: none"> Knowledge of apprenticeship recruitment Use of HR related computer software systems Interest in employability within the education sector 	
	Safeguarding	All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.	
	Data Protection	All adults employed by the Trust have a responsibility data protection and have a duty to observe and follow the principles of the GDPR Regulation.	

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.